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**From the Poor Law to New Labour:
A Comparative Analysis of Interventions
to Support Families**

Case Study

Howell. G. Edwards

March 2004

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Case Study Doc. 22. (1997). Minutes of the Rhondda Cynon Taff Social Services Committee.

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Case Study Doc. 24. (1996). Official Opening of Children's Resource Centre.

Case Study Doc. 25. (1996). Service Level Agreement Between Mid Glamorgan Social Services Department and Barnardos, June 1996 – March 1997

Case Study Doc. 26. (1996). Local news, *Pontypridd Observer*.

Case Study Doc. 27. (1997). Review of Springhill Activity Centre July 1996 – March 2000.

Case Study Doc. 28. (1997). Service Level Agreement Between Mid Glamorgan Social Services Department and Barnardos August 1997 – March 2000.

Case Study Doc. 29. (2002). Consultation with Children and Young People using the Centre

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Case Study Interviews:

1. Housing Manager
2. Housing Consultant
3. First Project Co-ordinator
4. Second Project Co-ordinator
5. Social Services Team Manager
6. Interlink Child Care Advisor
7. Sec. Parents' Group / Volunteer
8. Parent / Volunteer

MID GLAMORGAN COUNTY COUNCIL

Case Study Doc. 1

Glamorgan County Hall

Cardiff

SUB-COMMITTEE SUMMONS

No. Cardiff 820820

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

1. This meeting will be open to the public except when the meeting resolves, for reasons which will be stated in the resolution, to conduct specified items of business in private.
2. Members of the public wishing to inspect agenda and reports may do so at the Glamorgan Archives Service, Public Search Room, Mid Glamorgan County Hall, Cathays Park, Cardiff, CF1 3NE.

A meeting of the Services for Children and Families Sub-Committee of the Social Services Committee will be held at the Mid Glamorgan County Hall, Cardiff on Wednesday, 27 October 1993 at 11.00 a.m.

A G E N D A

1. To consider the report of the County Secretary and Solicitor
2. To consider any report of the County Treasurer
3. To consider the report of the Director of Social Services
4. To consider passing the undermentioned resolution:-

that the press and public be excluded from the meeting under Section 100A(4) of the Local Government Act 1972 for the next item of business on the ground that it involves the likely disclosure of exempt information as defined in paragraphs 5 and 6 of Part 1 of Schedule 12A of the Act namely information relating to any particular applicant for, or recipient or former recipient of an financial assistance provided by the Authority and information relating to the adoption, care, fostering or education of any particular child.

5. To consider the report of the Director of Social Services containing exempt information dealing with financial matters and matters relating to children.

Office of the County Secretary & Solicitor
Mid Glamorgan County Hall
Cathays Park
Cardiff
CF1 3NE

18 October 1993

2.6 Developments in Taff Ely - Gilfach Goch Playgroup:

- .1 A Departmental Playgroup has existed in Gilfach Goch since 1975. It provides a service which is well integrated into this community. There are two groups, which meet on a morning and afternoon basis (30 children in total). The groups meet in a Church Hall.
- .2 The policy in determining attendance ensures that children referred by the Social Services Department are given priority. At present, this means that out of the total number of children attending, there are six children referred by the Social Services Department, approximately 20% of the capacity. Increasingly, in recent years the number of Social Services referrals has been low. In addition, if the demand from the Department were greater, it would not be possible to offer facilities for working with parents because the premises would restrict such a development. We need to arrive at a position for the Department where the limited resources for supporting families with serious difficulties are appropriately targeted.
- .3 Gilfach Goch currently operates like many playgroups in Mid Glamorgan, in that it offers a valued service to parents in that community. It is provided free of charge by the authority. Playgroups in other areas, with similar needs are provided by the voluntary, community or private sector. The Department is often involved in financially sponsoring children in these groups, as part of our support services.
- .4 Clearly there is a need for a Playgroup facility in Gilfach Goch but at the same time it is important to ensure that resources are targeted for best effect. Consequently the Department has initiated discussions with those using the Playgroup and will explore with the relevant Voluntary Organisations the potential for developing provision in this area.

2.7 Developments in Rhondda and Rhymney Districts

- .1 The Department through the District Plans and the Day Care Review has undertaken an assessment of the needs and the resources available in these Districts. We have identified that there is considerable scope for further developments in both.
- .2 With regard to the Rhondda there is a limited amount of registered provision but on the other hand children can attend school at 3 years of age which helps to support families. Both Barnardos Family Centre and Homestart Scheme provide much needed support, friendship and practical help but there is scope for considerable development should resources become available.

Memo

To Director Of Social Services

Date 2nd May 1995

From Howell Edwards Service Manager
Taff Ely District

RE: Gilfach Goch Playgroup

In the report to the Children and Families Sub-Committee 27th October 1993, it was recognised that though there was need for a playgroup in Gilfach Goch it was also important to ensure that resources are targeted for best effect.

This report came about following a review of the playgroup which was established in 1975, by Cheryl James then a Principal Assistant, which highlighted the fact that the playgroup received very few referrals from this Department.

Over the past year each of the three local Infant Schools has established a Nursery Class so that the general demand for places in the playgroup has fallen. Given that children cannot attend the playgroup until they are aged two and half years, and can transfer to a nursery at the age of three years, the playgroup only provides a place for a very short period.

Following a review of need in the and Gilfach Goch area it is clear that the major demand for our services particularly for families with younger children lies mainly in the area. (see statistics).

Over the past year discussions have been taking place with local agencies as to how best to relocate the resources which will maximise their effectiveness.

A proposal being presented to members at a Briefing Meeting arranged for the 16th May 1995 will outline a suggestion that the resources currently invested in the Playgroup be relocated to a / Gilfach Goch Children's Centre. Should this idea in principal be accepted, then the first stage would be to prepare a Feasibility Study which would involve full consultation with other agencies and voluntary groups, as well as representatives of the local communities. Though it is proposed that the main work would be focused within the area it is envisaged that outreach work would continue via Sessional Workers managed from the Project.

In addition to the £32,000 currently spent on the Playgroup it is proposed that a vacant part time Social Worker post be transferred to the project.

Before such a decision can be made regarding the re-location of the playgroup it was recognised that there was need to ensure a playgroup would continue, though not necessarily organised by this Department. Over the past year several mothers whose children have attended the playgroup have attended a Pre-school Playgroup Course funded by the Department, in order to assist them in acquiring the necessary qualification to run their own playgroup. These two mothers are currently employed on a casual basis as Playgroup Assistants by the Gilfach Goch Playgroup. For such an independent playgroup to be financially viable , along with all other playgroups in the area they would have to make a charge. Though the current playgroup makes no such charge, a questionnaire completed by parents whose children attended the playgroup in 1993 indicated that over 50% would be willing to pay for their children to attend.

In order to augment the current playgroup and to provide further resources into Gilfach Goch, a Playbus is sighted on the Hendrefogan Estate for one session each week. This has proved very popular and it is hoped that this will act as a focal point for other developments in the area, particularly for young mothers.

The above are only proposals as no final decision has yet been made. They are in line with the Child And Families Divisions Strategy in regard to the development of community based support services for families, and the Audit Commission Report published 1994 "Seen But Not Heard"

Current Case Load West Team (2nd May 1995)

| Category | Child Protection | Children L/A & After Care | General Support |
|--------------|------------------|---------------------------|-----------------|
| Gilfach Goch | Nil | 6 | 14 |
| | 6 | 8 | 27 |

Age Breakdown

| | Pre-school | Primary | Comp | 16+ |
|--------------|------------|---------|------|-----|
| Gilfach Goch | 3 | 7 | 10 | nil |
| | 6 | 22 | 9 | 3 |

From these figures it can be seen that there is a greater weighting towards child protection work and families with younger children in the area.

DIRECTOR OF SOCIAL SERVICES
Attention John Llewellyn Thomas Asst. Director

HE/BL

Ext 223

D.S.S.M. Taff Ely
(Howell Edwards Service Manager Child & Family)

19th Aug 1994

Gilfach Goch Playgroup

You will be aware that Cheryl James Principal Officer undertook a review of playgroup provision in the County During 1992. This review highlighted the fact that this Department referred very few children to the Gilfach Goch Playgroup and that this District needed to consider whether such a provision was required.

During the Autumn of 1993 and earlier this year several discussions took place with various individuals from Gilfach Goch who represented different interests. At that point in time there was a good deal of local opposition to the closure of this long established and respected provision. The playgroup was first established some 19 years ago by this District and has changed very little during that period. It should be noted that a good deal of the opposition was orchestrated by those who had a vested interest in the Department continuing to subsidise the upkeep of the church hall.

More recently further meetings have taken place where a good deal of progress has I feel taken place. It is now acknowledged given the pressure of the Department's resources and the interest of the Audit Commission in ensuring our resources are used to greatest effect, that the continued 100% funding of a scheme to which few children in need attend is untenable. It is also acknowledged that the playgroup is a valuable resource for the village, but that other sources of funding need to be obtained. At one meeting Meg Jarvis from the Penygraig Community Project came to explain how they run their playgroup using in the main volunteers who had received training via Pre School Play Associations. Cheryl James Principal Officer has been involved in these discussions.

A working group has now been established which is looking at the needs of the children of Gilfach Goch and how best these can be met. Our view is that we should be taking a supportive, even leading role in these discussions but that other sources of funding have to be explored.

The following options in the short term are being considered.

- 1) The funding of P.P.A. training for parents who are keen to run their own playgroup with the possibility of the Department grant aiding the development.
- 2) Using a Play Bus for 1 session a week in Gilfach Goch to assist in the development of play provision. The District are in discussion with the Penygraig Community

Project with the intention of contracting the Play Bus 4 sessions per week, as part of the District Action Plan for community development.

- 3) Continuation of the Playgroup in some form, but based nearer the areas of greatest need i.e. Hendreforgan Estate.

You will be aware of the District Plan to develop a community facility on the should capital funding be available. As highlighted by a recent public meeting this is an area of great social need and where a high proportion of child protection work takes place. The District view is that some of the resources currently invested in the Gilfach Goch Playgroup could be diverted to this scheme. We are aware that any such transfer of resources requires both the Department and committee approval and a concrete proposal is currently developed.

In order to make some progress particularly in terms of people's perception of the playgroup some modest changes have been arranged.

- 1) As few children actually attend the playgroup during the summer holiday, it has been closed for the duration of the holiday period.
- 2) As many of the children are bussed from the Hendreforgan Estate to the church hall at a cost of over £3,000. It as has been arranged for several sessions of the playgroup to take place at the Hendreforgan Primary School as from the beginning of the next school term. Initially we had intended to run the playgroup in the Housing Association Community House based on the Hendreforgan Estate but this was not possible at such short notice. Some parents did object to their children having to visit the Hendreforgan Estate as they felt it was an unsavoury area. These parents have now been pacified by offering them places in the church hall but without transport provision.

In reality the number of playgroup sessions has increased.

| Activity | Current Sessions | Proposed Sessions |
|----------------------------------------------|------------------|-------------------|
| No of playgroup sessions at the church hall | 6 | 3 |
| No of playgroup sessions Hendreforgan School | - | 6 |
| Mother and toddler group (run by mothers) | 1 | 1 |
| Link up group at Hendreforgan School | 2 | 1 |
| Play Bus Provision | - | 1 |

Prior to the end of the summer school term when all the arrangements were confirmed with parents, school etc, all seemed happy with the situation.

May I suggest that in order to avoid cancelling these arrangements at such short notice that an urgent meeting take place with County Councillor to assure him that we are actually improving the service the Department is providing, particularly for those children most in need, in Gilfach Goch. It also provides a platform for more innovative developments than was possible with the current provision.

.....
Howell Edwards

County Councillor V E Hart
County Councillor G Waters
County Councillor M L Hughes
County Councillor G G Perkins
County Councillor D McDonald

820423

Mr John Ll Thomas

JLLT/MB

4th April 1995

Dear Councillor

GILFACH GOCH PLAYGROUP

Further to our recent telephone conversation, I write to confirm that a Briefing Meeting will take place on 16th May 1995 in the morning, time and venue to be confirmed.

The purpose of the meeting is to discuss some developments with regard to children under eight years of age in the Gilfach Goch/

I look forward to seeing you on the 16th.

Yours sincerely



John Llewellyn Thomas
Assistant Director of Social Services
Services to Children and Families

c.c. CHERRYL JAMES, PRINCIPAL OFFICER, CHILDREN AND FAMILIES DIVISON
HOWELL EDWARDS, SM, TAFF ELY DSSO ✓
SECRETARIAT

Gilfach Goch Playgroup

- * Established 1975
- * Considered Innovative
- * Many Social Service Referrals
- * Intended For G.G.
- * Held In High Regard

Gilfach Goch Playgroup

- * St. Barnarbus Church Hall
- * Two Full Time Play Workers
- * Budget £32,000

Gilfach Goch Playgroup

Departmental Review 1992

Found:

- * Few Referrals From S.S.D.
- * No Involvement Of Parents
- * Poor Facilities
- * Little Possibility For Development
- *
- * No Inter-agency Co-operation
- * Need For Radical Change

Reported To Child And Family
Committee 27th Oct. 1993

Gilfach Goch Playgroup

Referrals 94/95 (93/94)

By Age

| | Pre School | Primary | Secondary | Total |
|--------------|------------|---------|-----------|---------|
| Gilfach Goch | 6 (5) | 13 (15) | 9 (10) | 28 (30) |
| | 17 (10) | 30 (31) | 27 (20) | 74 (61) |

Gilfach Goch Playgroup

Current Case Load (May 95)

| | Child Protection | Children L/A After Care | General Support |
|--------------|---------------------|----------------------------|--------------------|
| Gilfach Goch | Nil | 6 | 14 |
| | 6 | 8 | 27 |

Age Breakdown

| | Pre-school | Primary | Comp | 16+ |
|--------------|------------|---------|------|-----|
| Gilfach Goch | 3 | 7 | 10 | Nil |
| | 7 | 22 | 9 | 3 |

Gilfach Goch Development

- * Children's Act 1989
Assessing & Meeting Childrens' Needs

- * Divisional Strategy 92/95
Review Services
Develop Family Support Services

- * Audit Commission (Seen But Not Heard)
Need To Target Resources

- * Recognition Of Community
Development
Need To Be Part Of - Not Just In The
Community

Gilfach Goch / Development

Conclusions:

Need Has Changed

- * Greater Weighting Towards Child Protection Work
- * More Families With Younger Children
- * Increasing case load

Playgroup In Gilfach Goch:

Necessary

Poor Use S.S.D. Resources

Gilfach Goch / Development

Recent Developments

- * In 1994 over 50% parents said they would be willing to pay
- * Local meetings have taken place to explain the need for change
- * Playgroup now shared between two venues
- * Mothers supported on PPA Course - will establish own playgroup in Sept 95
- * Play/ Community Bus on Hendrerfogan Estate very successful - will continue

Gilfach Goch/ Development

Community Development advocated by:

- * Seebohm Report 1968
Social Work should be community based
- * Barclay Report 1982
Social Services need to develop a partnership with thier communities
- * Griffiths Report 1990
Introduced Community Care
- * Commision On Social Justice
Labour Party 1994
“The best route to sustainable community regeneration is to tap the resources of local people”
- * National Children’s Bureau
1995
“effective support and assistance means protection but protection activity may not mean “effective support and assistance”

Gilfach Goch/ Development

Proposal

Develop a / Gilfach
Goch Childrens Resource Centre

Phase 1

Complete a Feasability Study By
Summer 1995 which would
involve discussions with :

Community Groups e.g.
Residents Association

Parents / Clients
Health Visitors
Schools
Housing Dept.
Leisure Services
TEDS

Gilfach Goch / Development

Phase 2.

Seek Partnership arrangements

Phase 3.

Recruit Staff

Development Worker

Play Worker

Sessional Staff

Volunteers

Gilfach Goch/ Development

Funding available:

| | |
|-------------------------|---------|
| Playgroup | £34,000 |
| Half Social Worker post | £12,500 |
| Capital ? | £40,000 |

Gilfach Goch/ Development

Philosophy

- * The needs and the best interest of children will be at the forefront of service provision.
- * Services will be directed towards maintaining children within their own families and communities whenever possible
- * Service Users should be involved directly in identifying local need and in planning, developing and monitoring of service provision.
- * Services should be provided within an integrated network of both statutory and voluntary provision.

Mid Glamorgan Social Services Department

Children and Family Sub-Committee Members

Briefing meeting – Gilfach Goch Playgroup

Notes of meeting held on the 16 May 1995

Present

Councillor V.E.Hart

Councillor M.L.Hughes

Councillor D. McDonald

J.L.L.Thomas Assistant Director

H.G.Edwards Service Manager Taff Ely District

Presentation made by H Edwards in respect of Gilfach Goch Playgroup.

Agreed:

- i) Funding currently invested in Playgroup be re-directed to Tonyrefail Resource Centre development, on the condition that a voluntary run Playgroup continues in Gilfach Goch.**
- ii) A sum of £50,000 be allocated from the Capital Budget towards the Resource Centre development, subject to Committee approval.**

Glamorgan County Hall

SUB-COMMITTEE SUMMONS

ff
D. Cardiff 820820

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

This meeting will be open to the public except when the meeting resolves, for reasons which will be stated in the resolution, to conduct specified items of business in private.

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A meeting of the Services for Children and Families Sub-Committee of the Social Services Committee will be held at the Mid Glamorgan County Hall, Cardiff on Friday, 7 June, 1995 at 11.00 a.m.

Suly

A G E N D A

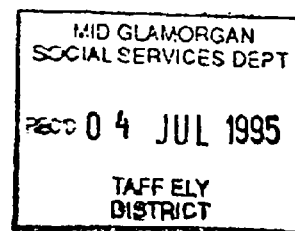
1. To consider the report of the County Secretary and Solicitor
2. To consider any report of the County Treasurer
3. To consider the report of the Director of Social Services
4. To consider passing the undermentioned resolution:-

that the press and public be excluded from the meeting under Section 100A(4) of the Local Government Act 1972 for the next item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 5 and 6 of Part 1 of Schedule 12A of the Act namely information relating to any particular applicant for, or recipient or former recipient of any financial assistance provided by the Authority and information relating to the adoption, care, fostering or education of any particular child.

5. To consider the report of the Director of Social Services containing exempt information dealing with financial matters and matters relating to children.

Office of the County Secretary and Solicitor
County Hall
Cathays Park
CARDIFF
CF1 3NE

30 June, 1995



- (ii) AGREE that the Registration System must be based on the overall "fitness" of the applicant;
- (iii) AGREE that childminders should be informed during the registration process that under no circumstances should they use shaking as a sanction.
- (iv) CONFIRM that childminders, who intend to use smacking as a sanction of last resort, should inform parents of this at the outset and should preferably obtain their consent in writing, as part of a written agreement between the two parties about the childminding arrangements;
- (v) AGREE that the Department should revise its guidance to childminders taking into account this Welsh Office Circular 80/94.

3.0 DEVELOPMENTS IN TAFF ELY DISTRICT

3.1 Gilfach Goch Playgroup

- .1 A Departmental funded Playgroup has existed in Gilfach Goch since 1975. It was originally established under an Urban Aid Grant and was subsequently taken on fully by the Social Services Department. Originally need in the area was high and the playgroup was considered an innovative development.
- .2 A Departmental Review of all its Playgroups was undertaken in 1992 which highlighted the above and the fact that the current facilities offered little opportunity to involve parents, and recommended that resources invested in the Playgroup could be better targeted at supporting families facing serious difficulties.
- .3 This report was received by the Children and Families Committee on 27th October 1993 when it was recognised that major changes had taken place with regard to usage of the playgroup. The Committee resolved:

"It is important to ensure that resources are targeted for the best effect. The Department having initiated discussions with those using the playgroup will explore with the relevant voluntary organisations the potential for developing provision in this area".

3.2 Progress to Date

- .1 Due to the sensitivity of this particular issue it was decided to undertake a full consultation exercise involving District Social Services staff, parents, other statutory agencies, church and community representatives. Following extensive local discussions it was agreed to examine in detail the wider needs of the areas as well as this Playgroup. This examination revealed a need for more flexible provision and noted that the local infant schools were providing nursery education which had reduced considerably the need for a Playgroup of

the kind which is appropriate for a Social Services Department to provide. The Playgroup provided services for children and parents in need of extra support, help and guidance who were referred by the Social Services Department. Without this assistance many of these children would have been admitted to the care of the Authority. This need has reduced considerably over the years.

- .2 Having considered the matter fully a local district strategy was developed to provide the best way forward. In this context local parents became interested in running the Playgroup themselves but to do this required training and some financial support. The Department took on this challenge and supported the parents, allowing them to undertake the training course run by the Pre-School Playgroup Association. This was completed successfully and since September 1994 parents have been involved in running the playgroup which is registered with the Pre School Playgroups Association and the Authority.
- .3 The Playgroup is recognised as an important resource for children and families in the area and assistance and support should be made available to the parents who will continue to run the Playgroup in the future. At the present time the Playgroup is registered for 40 children, it runs on 9 sessions per week and is fully supported by the District's Registration and Inspection Officers who visit regularly.
- .4 The Playgroup currently costs £31,000 to run per year. It is proposed that now the parents are running the Playgroup this money should be re-cycled to provide support services over a wider area which would include Gilfach Goch.
- .5 In addition to the Playgroup the Department has funded the use of a playbus on the Hendrefogan Estate for 1 session per week. It provides an additional community play facility for children and opportunities for parents to socialise and learn new skills. This facility is funded from existing resources. It costs £100 per week and provides for up to 12 children and their families.

Recommendation

It is RECOMMENDED that Members:

1. AGREE the proposal outlined in .4 above to take effect from September 1995.
2. That the resources released by this proposal be reinvested in other local developments outlined in the next part of this report.

4.0 PROPOSALS FOR NEW DEVELOPMENTS IN

4.1 Introduction

- .1 As outlined in the previous report, staff in the Department have been conducting research on the needs for family support services throughout the

Taff Ely District in order that resources may be targeted more effectively to meet the needs identified.

- .2 It was found that of the referrals for family support in the whole District 20% were from the . At present there are few resources to meet these needs which are considered a very high priority bearing in mind the pressures being faced by young people due to unemployment, drugs and crime. It is felt that an investment in family support services will help parents and their children to develop skills that will ultimately be of benefit to the wider community in both the short and long term.
- .3 Census data shows that single parents are over represented in the area, there is a high percentage of children under 5 years of age, in fact there are 180 children under 5 years of age in just two streets. Over 80% of the families are dependent on Housing Benefit. Consultations with other agencies indicate that a community based initiative targeted at children with particular needs would be beneficial in a number of ways, including health, education and general social welfare.
- .4 Community consultation has shown that a number of services would be valued. These include a playgroup, mothers support group, out of school activities and activities for young people. After discussions with other agencies and the community which examined several options it is clear that the most focused and acceptable way of providing these services would be from a children's resource centre.

4.2 Children's Resource Centre

- .1 A number of agencies have expressed support for a Children's Resource Centre in and have indicated that they would be interested in using it as a base for their work in the area:
 - Health Visitors to undertake preventive work;
 - Benefits Agency to provide benefits advice;
 - Housing Department to provide housing advice;
 - Social Services to provide a Welfare Rights Surgery and Social Worker presence
- .2 The Social Services Department would use the centre as a base for developing in consultation with parents, children and other agencies a range of activities and services on a multi-disciplinary basis. The approach adopted would be a community development model as outlined in the Taff Ely District Child Care Plan. This approach encourages residents and parents to develop their own skills so that in the long term they are able to initiate and run their own services. It is envisaged that these services would include:
 - Playgroup activities for children under 5 years of age;

- Parents focus groups with creche facilities;
- holiday play schemes.

The Parents focus groups would engage parents in activities that would improve their parenting and other skills.

- .3 Arising out of the multi-agency consultation it is the intention that the Children's Resource Centre should be located in a pair of semi detached houses in an area of high social need. Such an approach would be consistent with other Family Centre developments in this and other Authorities. Should Members support this proposal further work will be required to establish the availability of suitable properties.

4.3 Conclusion

- .1 Resources released from the Gilfach Goch playgroup could be used to provide sessional support to the Gilfach Goch playgroup in addition to services in Tonyrefail.

4.4 Recommendations

I RECOMMEND that Members:

- i) APPROVE in principle the development of a Children's Resource Centre in the and
- ii) AGREE to receive a further report on progress in due course.

5.0 FOSTER-CARE RESEARCH

5.1 Introduction:

- .1 Members will recall that I recently reported the findings of the Welsh Office Review of Local Authority Fostering Services in Wales, (Children and Families Sub Committee January 1995). In the context of that Review it was noted that the Department whilst being very pleased with the quality of its Foster Carers reported that further work was necessary to look at our methods of recruitment. Whilst being able to recruit new Foster Carers those leaving meant that on balance the overall numbers in the County remained fairly constant at 340. The Department subsequently engaged the services of Austin Knight, a recruitment agency, to examine in more detail the reasons of these difficulties, in order to assist with developing a strategy to deal with them.

5.2 The Research Approach:

- .1 In order to conduct the research, Austin Knight used a three-pronged approach:-

Barnardos Open Door/Taff Ely Social Services

Draft proposal for discussion - 28 June 1995

1. Proposal

With Taff Ely Borough Council Housing Department, Taff Ely S.S.D. are proposing to develop provision to enable community development and self help.

The aim of the provision will be to work with the community to enable them to:

- (I.) Define their needs.
- (II.) Define the resources necessary to attempt to meet needs.
- (III.) To empower local people to have a voice in the provision of resources and their utilisation of resources.
- (IV.) To encourage self help strategies to deal with sensitive issues affecting young people, young mums and under eights and bearing in mind the ethos of community as a front line resource, to work with parents and other agencies to develop a community response to issues such as the recent number of drugs related deaths on the estates.

Both Taff Ely Housing Department and Taff Ely District S.S.D. have now approached Barnardos Open Door Project to seek partnership funding to take this idea forward. The proposal would appear to be well within current expectations of Barnardos work, principally the fact of working with children, young people and their communities at the extreme end of disadvantage. It is the expressed wish of S.S.D. that this have a community development status as opposed to a statutory agency, referral based work.

There is an urgency surrounding this issue due to local government reorganisation and the likelihood of unspent finance being clawed back by the Welsh Office in addition to anticipated cuts. The S.S.D. finance available is described as core funding both revenue and capital, though with the new Rhondda Cynon Taff Authority negotiations would have to take place in respect of funding from April, 1996.

The view that Open Door Project should be involved as opposed to (a) Rhondda Family Centre, or (b) a new project, is because of the Community Development focus of the proposal and the time factor. Also it is felt that if the scheme is up and running this year, there is a better chance of it being approved by the New Authority.

2. Outline of the Scheme

- (I) Taff Ely Housing Department will give two adjacent council houses with provision that alterations may be made to convert these to a single base. This will become the base for staff, agencies on a surgery basis and user groups with provision for an under eights playgroup.

- (II) Taff Ely District S.S.D. will provide:

45 - 47,000, revenue funding.

50,000 capital funding.

This will partially cover staff, setting up and running expenses.

(III) Barnardos would be asked for 50%/50% funding as above.

(IV) Staffing.

1 - Community Development worker

2 - NNEB

1 - Admin

2 - Sessional outreach workers 24hrs per week

1 - Cleaner/handyperson 20 hrs per week

3. Services to be offered

(1) Personnel

1. Community Development worker in post as soon as possible -

August/September/October 1995, to:

(i) Oversee setting up of buildings

(ii) Negotiations with agencies

(iii) Sounding out of local residents with the aim of establishing groups/management bodies.

(iv) Negotiating setting up of young mums groups and playgroups for under eights.

2. September 1995 appointment of 2 NNEB qualified staff to establish playgroups.

3. September 1995 Appointment of Administration staff to assist.
4. Appointment of cleaner/handyperson.
5. Appointment of sessional/outreach staff.

(II)

Services at base

1. Facilities for development of parent/young mums groups.
2. Playgroup provision.
3. Surgery hours, for example; health, legal, welfare benefits, mediation.
4. Resource Centre for residents of the estate including non regular users.
5. Shower, laundry and cooking facilities.
6. Potential food co-op / clothes exchange.
7. Service exchange eg. coordinate estate babysitting scheme.

Emphasis on all or any of above by negotiation with user management groups
at least 50% of which must be 16-25 years.

(III)

Outreach Services

1. Home visits by invitation/ request of resident(s)
2. Assistance to shop; visit statutory agencies, move in/move out etc.request.
3. Development of neighbourhood swop' schemes eg. digging the garden in return for cooking meals. laundry or clothes repair.
4. Street level childrens play activities.
5. Potential to develop with ESA/TEC/European funding - specific community schemes. street renewal schemes. community transport scheme.

Case Study Doc. 9

Mr John Llewellyn Thomas
Mid Glamorgan County Council
Greyfriars Road
Cardiff
CF1 3LL

Dear John

PROPOSED COMMUNITY DEVELOPMENT

Thank you for your letter of the 31.10.95 and I write to you now summarising what has been agreed by Barnardo's in relation to the above development. (I list the points for ease of reference).

1. Barnardo's will provide £18,000 for a period of 12 calendar months (this period will span the two financial years 1995/96 and 1996/97). The availability of this funding is subject to it being and matched by an equal contribution from the Local Authority, and that suitable accommodation is provided by the Housing Department.
2. This money will be used to fund the appointment for one year of a Barnardo project worker and to cover some associated costs. This worker would have 2 broad objectives.
 - i to work with established community groups and Social Service representatives to assess the needs of children and young people and possible ways to this need being met.
 - ii to assist in the development of some specific local initiatives, dating to the needs of children and young people.
3. During this 12 month period the project leader of Barnardo's Open Door project would manage and support this worker.
4. At around the six month point in this 12 month period, the Local Authority, Barnardo's and members of the community would review the success of the work achieved and decide upon the potential for continued partnership working.
5. Based on the results of this review, the Local Authority and Barnardo's would consider whether they were willing to submit bids for funding to their respective decision making bodies in order that the work could be continued and/or expanded. At this point in time, Barnardo's could be giving no guarantees that such a bid for funding would be successful.

I trust that this is clear and helpful. The intention also is to offer our two agencies a way to make some progress on the initiative whilst not committing ourselves long term at a point when the change to unitary authorities and Barnardo's funding cycles would make this impossible.

If I could have something from you in writing which confirms your agreement to the above, I will ask Steve Connor (Assistant Divisional Director) and Noreen Davies (Project Leader, Open Door Project) to convene quickly a meeting with Cheryl James and Howell Edwards in order to initiate action. Knowingly that Howell and Noreen have already done some considerable groundwork I think we should be able to make speedy progress. Having noted that, it does occur to me that we should ask our respective staff to ensure also that members of the community are clear as to the basis on which our two organisations have agreed to proceed.

I look forward to hearing from you.

Yours sincerely

.....
DREW REITH

FA.O. Mr. Howell Edwards TAFF
ELY

Case Study Doc. 10

Mr Drew Reith
Divisional Director
Barnardos Wales & South West England
Child Care Office, 11-15 Columbus Walk
Brigantine Place
Atlantic Wharf, Cardiff
CF1 5BZ

820469

Mrs C James

C&F/CJ/DR

13th December 1995

Dear Mr Reith

Re: Proposed Community Development in

Thank you for your letter regarding the above development. I am very pleased that Barnardos are prepared to be involved with the Taff Ely Borough Housing Department and this Department in what is an innovative project for this particular area.

I am currently preparing papers for the authority's Child and Family Sub Committee, which will recommend that this Project goes ahead on the basis of the shared funding arrangement contained in your letter i.e. £18,000 from Barnardos and a similar amount from this Department for the calendar year 1996.

Clearly, both Barnardos and the Rhondda Cynon Taff County Borough will need to review this project mid 1996 in order to determine what development is possible in future years. Meanwhile, I think work should begin on a draft Service Level Agreement and I am nominating Ms

Administrative Planner, and , Principal Officer from the Child and Family Division, to be involved in this work.

Yours sincerely

Director of Social Services

cj/dreith



21/9/95.
A.O. Howell Edwards

Case Study Doc. 11

SURVEY REPORT DATED 18th/19th SEPTEMBER

A limited survey was carried out on the 182 houses of 18th and 19th of September, 1995. Unfortunately, 68 people were not at home on the two occasions our representatives called. Eleven houses are unoccupied. Three were not interested, and did not wish to complete the questionnaire. This left 100 surveys completed. The results of which can be found on the attached questionnaire.

As you can see the results are very encouraging, and show the support the people of this area have for the Safe Play House project. As we have stated before, the facilities for the children of our area are sadly lacking, and as the survey shows, the people wish this problem solved now.

While conducting the survey we were asked by many of the senior residents whether their grandchildren could attend while visiting them. They were assured that the centre will be open to all children irrespective of where they live, as no child will be turned away.

It became obvious that the people themselves wish to become as involved as possible in the running of the Safe Play House, as they felt that as this was for the community, then it should eventually be run by the community.

We are very pleased to be able to report that when asked about helping to run the centre, there has been a marvelous response from the residents.

As you will see from the attached survey results presented by the people of we believe that all the facilities listed (part 7 of the survey), are needed at the centre.

The majority of the people feel that the centre should open between 9.00 a.m. and 9.30 a.m. in the morning, and close between 9.00 p.m. and 9.30 p.m., and that it should be open five or six days a week. There are 179 children in the 100 houses surveyed. These figures show the desperate need of recreational facilities for children in this area. Please note that 81 of the 179 children are five years of age and under. This shows the need for the centre to be open during the day.

As you can see from the peoples comments listed on the attached survey sheet, the feedback obtained has not only been very encouraging, but very constructive as well.

SAFE PLAY HOUSE,

INTRODUCTION

This is a brief idea of what we would like the Safe Play House to incorporate, and an outline of the possible layout of the two houses.

As the houses stand at the moment, there are two living rooms, two kitchenettes, two hall ways, two toilets and two stairways on the ground floor. The upper floor consists of four large bedrooms, two small bedrooms and two bathrooms. Enclosed you will find a copy of the original plans, and a copy of what we would like to see these houses changed into. We would like to see the building converted as follows:-

GROUND FLOOR

The downstairs of the one house will act as a large activity room. This would enable us to hold film nights, disco's, party's and guest nights. Not only will this be good for the children, but would generate income to the centre.

The nursery area would be held at the front of the other house with a connecting door at the foot of the stairs. The size of the kitchenette would be reduced allowing the parents to see those children who wished to do so, playing in the garden through the french doors.

As you can see from the plans we have kept both stairways. This we believe would be safer in the event of having to evacuate the building. If it is decided that one staircase has to be removed, we would prefer to keep the centre stairway, as this halves the distance anyone has to go to reach an escape route, as opposed to travelling across the whole of the upstairs to get out.

As you can appreciate we would like to have a proper lift installed for the disables as we do not want anyone excluded due to illness, such as asthma, or disability.

We would like to have open shelving space and cupboards built under the staircases for storage of toys and other equipment, as we do not wish to waste any valuable space.

A serving hatch has been incorporated into the plans, as we feel this would be safer than the mothers going in and out making tea while the small children are running around. We do not want the children to have access to this obviously danderous area.

It has been suggested that all prams and buggies be left in the large activity room, and not taken into the nursery play area, as in the event of evacuating the building, they would not be in the way of the small children. As the nursery will only be open while the older children are at school this will be of no problem to them.

Another suggestion for the nursery is a chalk board fixed to the wall, as well as a writing area, which would be covered in paper which can be renewed daily. The same idea can be used for the older children to express their feelings in the large activity room.

UPPER FLOOR

As you can see from the plans, we have made very little change on the upper floor. There have been two suggestions put forward for connecting the upper floor. The first is a corridor

connecting the two houses, the other a doorway into the office. This will depend on the fire officers advice.

We have made the one bedroom at the front larger to incorporate a conferance room. This will be used for any meetings or any adult education. This room could also be used as a study and referance room for the older children. To enable us to enlarge this room we have made the one small bedroom smaller, but as it would be used as a storeroom for the office, it would not be a waste.

The other small bedroom would become a mothers feeding and changing room. This would enable nursing mothers to have the privacy they require.

It has been agreed that one large room should be used exclusively for Art and Crafts and any other project that the children wish to start, as these projects need somewhere that they can be set up and left, as opposed to packed away every night.

We hope to use the last room as a games and television room, for those children either too small to take part in the projects, or those who are not interested in the projects being run.

As you can hopefully see from the plans and the above explanation, we hope to provide as wide a range of interests for the children of our area as we possibly can. We desperately hope that the architect will be able to accomplish as many of our ideas as is possible.

The outside of the building will have ramps to allow easy access, and hopefully metal fire escapes.

We hope these ideas meet with your approval, and any further help and advice you can give us will be greatly appriciated.

ADDRESS:

We are pleased to be able to inform the residents of that a Childrens Safe Play House is to be established on our estate. This centre for the children will be for you the people, run by the people. Below is a brief survey to establish your views and ideas now, so that they may be acted upon from the onset of this project. We thank you for your co-operation.

1. Do you agree there is a need for this centre? YES 100 NO

2. Will you and your family use this centre? YES 91
NO 9

Out of 100 people surveyed, 91 people said that they would use the centre, the other 9 people said that the only reason for not using this facility is that they no not have any children or grandchildren.

3. Do you wish the centre to be run by the people of Springfield and Hillside? YES 95
NO Unsure 5

The people of are more than gratefull for the help and support of Barnardoes, Social Services and the Council, but it has been shown in the survey that has been conducted, that they do want to run this centre themselves as soon as is possible.

Nobody knows this area better than those who live here, nobody wants to make things better than those who live here.

We know the needs of the children and their parents and nobody wants to make it work more than us the people of Springfield and Hillside. We are sure that in a couple of years it will be something to be proud of, something we did for us, all of us.

4. Would you like to help run the centre? YES 49
NO 51

5. Are you interested in becoming a Committee Member? YES 29
NO 71

6. Do you have any objections to the Play House being in YES 5
NO 95

You will find from this survey, that there are no objections to the centre or to its location.

IF YES, PLEASE STATE BELOW:

Objections recieved as follows:

Not enough three bedroom houses around.

Should have used two bedroom houses instead of three.

7. Which facilities would you like to be available at the centre?

| | | |
|------------|----------------|--------------------|
| DISCO | SOFT PLAY AREA | TODDLERS GROUP |
| COMPUTERS | FILM NIGHTS | NATURE GROUP |
| ART/CRAFTS | OUTINGS | ADULT EDUCATION |
| GAMES AREA | RAMPS | BABY CHANGING AREA |
| KITCHEN | ADVICE CENTRE | GARDEN CLUB |
| PARTY ROOM | MOTHERS AREA | QUIZ NIGHTS |

All 100 of the people surveyed stated that all of the above facilities should be put into operation as soon as possible.

ANY OTHER PLEASE STATE:

Three people suggested pottery.

8. What time should it open?

| | |
|---------------|----|
| 9.00 - 9.30 | 78 |
| 10.00 - 10.30 | 16 |

9. What time should it close?

| | |
|-------------|----|
| 8.00 - 8.30 | 31 |
| 9.00 - 9.30 | 61 |

10. How many days a week should it be open?

| | |
|-------|----|
| 5 - 6 | 49 |
| 7 | 43 |

11. How many children do you have?

Number of children in the 100 houses surveyed, 179.

12. What ages are they?

| | | |
|-----|------|-------|
| 0-5 | 6-10 | 11-16 |
| 81 | 66 | 32 |

ANY OTHER COMMENTS:

Comments recieved from those surveyed as follows:-

Centre should be run by parents.

A good idea.

I believe there is a need for this centre.

It will be an asset to

This should have been done long ago.

Get it started as soon as possible.

A good idea as long as the centre is run properly.

There should be facilities for disabled children.

Hope it will provide help to those who need it for drink, child and drug abuse.

I think its a very good idea to get the children of this area into something positive at last.

SIGNATURE: All the surveys were signed by those who filled them in.

CHILDREN'S ACTIVITY CENTRE

PHILOSOPHY

The needs and the best interest of children will be at the forefront of services provision.

Services will be directed towards maintaining children within their own families and communities whenever possible.

Service Users should be involved directly in identifying local need and in planning, developing and monitoring of service provision.

Services should be provided within an integrated network of both statutory and voluntary provision

CHILDREN'S ACTIVITY CENTRE

CHILDREN ACT 1989

**Assessing & Meeting Children's
Needs**

DIVISIONAL STRATEGY 92/95

Review Services

Develop Family Support Services

**AUDIT COMMISSION (Seen but
not Heard)**

Need to Target Resources

**RECOGNITION OF
COMMUNITY DEVELOPMENT**

**Need to be part of – Not just in the
Community**

CHILDREN'S
ACTIVITY CENTRE

REFERRALS 94/95 (93/940)

BY AGE

| | Gilfach | Tonyrefail |
|-------------------|----------------|-------------------|
| Pre School | 6 (5) | 17 (10) |
| Primary | 13 (15) | 30 (31) |
| Secondary | 9 (10) | 27 (20) |
| Total | 20 (30) | 74 (61) |

CHILDREN'S
ACTIVITY CENTRE

CURRENT CASE LOAD (MAY 1995)

| | Gilfach Goch | Tonyrefail |
|------------------------------------|---------------------|-------------------|
| Child Protection | Nil | 6 |
| Children L/A After Care | 6 | 8 |
| General Support | 14 | 27 |

AGE BREAKDOWN

| | Gilfach Goch | Tonyrefail |
|-------------------|---------------------|-------------------|
| Pre-School | 3 | 7 |
| Primary | 7 | 22 |
| Comp | 10 | 9 |
| 16+ | Nil | 3 |

CHILDREN'S ACTIVITY CENTRE

PROPOSAL

**Develop a Children's
Resource Centre**

PHASE 1

**Complete a Feasibility Study by
Summer 1995 which would involve
discussion with:-**

Community Groups e.g.

Residents Association

Parents/Clients

Health Visitors

Schools

Housing Department

Leisure Services

TEDS

CHILDREN'S ACTIVITY CENTRE

COMMUNITY DEVELOPMENT ADVOCATED BY:

SEEBOHM REPORT 1968

Social Work should be community based

BARCLAY REPORT 1982

**Social Services need to develop a
partnership with their communities.**

GRIFFITHS REPORT 1990

Introduced Community Care

COMMISSION ON SOCIAL JUSTICE LABOUR PARTY 1994

**“The best route to sustainable
community regeneration is to tap the
resources of local people”.**

NATIONAL CHILDREN'S BUREAU 1995

**“Effective support and assistance means
protection but protection activity may not
mean “effective support and assistance””**

CHILDREN'S
ACTIVITY CENTRE

FUNDING AVAILABLE:

| | |
|--------------------------|----------------|
| Barnardos (95/96) | £18,000 |
|--------------------------|----------------|

| | |
|--------------------------------|----------------|
| Social Services (95/96) | £18,000 |
|--------------------------------|----------------|

| | |
|--------------------|---------------|
| (Equipment) | £6,500 |
|--------------------|---------------|

| | |
|--------------------------------|----------------|
| Social Services (96/97) | £42,000 |
|--------------------------------|----------------|

CHILDREN'S **ACTIVITY CENTRE**

PHASE 2

Seek Partnership Arrangements

Social Services Department

Taff Ely Housing Department

Barnardos

PHASE 3

Identifying Building

Capital available for renovation
£50,000+

CHILDREN'S **ACTIVITY CENTRE**

PHASE 4

Recruit Staff

Community Development Worker

Play Worker

Sessional Staff

Volunteers

Community Development Meeting at

- 11 September 1995.

PRESENT :

Barnardos Open Door Project
✓ **Howell Edwards, Mid Glamorgan S.S.D. Taff Ely**
Mid Glamorgan S.S.D. Taff Ely
Taff Ely Borough Housing ,

The report received from D and D last week, updating Barnardos on the research carried out in the community into residents' views, has been discussed with Barnardos Assistant Divisional Director (Child Care) and a formal proposal is now being put forward to Divisional Management. It is hoped to secure approval for a Community Development Worker to work with the local community to further develop the proposals put forward. The core group of people who have been involved in gathering information locally will form a management committee to develop and run the project with the assistance of the Community Development Worker, when approved and appointed.

Meanwhile work will proceed on developing the two houses proposed by Taff Ely Borough Council Housing Department, to convert them into a suitable base for the project. Although nos and were originally viewed as potentially suitable, Taff Ely Housing had now established that the resident in no was interested in moving house and felt that nos and would be more appropriate, as no was an end of terrace property and any new tenant of no. could be advised of the proposed change of use for nos and before accepting the tenancy.

The availability of two houses in for the use of the project rent-free had been confirmed by Taff Ely Housing Committee so work could now proceed on the properties with community development progressing alongside. Rod had invited representatives from have an input into the meeting but there was apprehension by the residents who were concerned that the project would only succeed if run by the community, and, that no outside organisations should be based there but could have a sessional advice input when the project was established, by invitation of the community group.

The exception to this would obviously be the Community Development Worker hopefully to be employed by Barnardos who would be needed to lead the development. Rod provided copies of the plans of the properties and potential ways of adapting them for best use were discussed. The residents ideas on this were well thought out and included using the four large bedrooms for office, conference room, arts and crafts studio, and, computers and television room, with the two smaller bedrooms providing storage and baby changing / feeding facilities. Downstairs could be opened out to provide one large room, while leaving one of the kitchen areas and using the smaller remaining downstairs, room as a playroom. It was agreed that the children would be better accommodated downstairs, both for safety reasons and to provide access to the enclosed garden area at the rear.

It was envisaged that part of the garden would be given over to the children for growing things themselves. The building would need to incorporate disabled access and toilet facilities. A coin-operated telephone would also be useful. It was decided that the residents would compile a list of requirements for the building and Howell would forward this, plus the plans, to Dave Tomlinson and arrange for the residents to discuss the possibilities with the architect who has already been appointed by Mid Glamorgan Social Services. Discussions have also taken place with the fire officer and no particular problems are envisaged in this regard.

Above all the centre must be flexible enough to meet the developing needs of the community, as well as retaining a community identity. This will be best achieved by involvement of the residents at all stages with the ultimate aim of them running it through a management committee. The residents would wish to engage in fundraising activities sooner rather than later so, with all these objectives in mind, Howell will send them information at an early stage on becoming constituted as a voluntary group. Howell agreed to organise a visit during school hours, to a similar development at Gellideg in Merthyr Tydfil so that the residents could get some idea of how this might work in practice before delineating their requirements for the building. This should take place in the next week or so and Rod will let them know when confirmed by Howell. Plans for the Gellideg Scheme were left with the residents for comparison purposes. A further meeting will be arranged when the decisions regarding the building are finalised.

HT/Sept '95

Meeting at

Area Housing Office on 28th September 1995.

Present :

- Barnardos Open Door Project.
- Mid Glamorgan S.S.D. Cardiff.
- ✓Howell Edwards - Mid Glamorgan S.S.D. Taff Ely.
- Mid Glamorgan S.S.D. Taff Ely.
- Mid Glamorgan S.S.D. Taff Ely.
- Structural Engineer - Mid Glamorgan.
- Architect, Mid Glamorgan Land and Buildings.
- Taff Ely Borough Council,
- resident,
- resident,
- resident,
- resident,

Gellideg visit by residents on 21.9.95. was interesting. but not all that useful as nothing seen to improve on existing ideas.

Howell reviewed the position to date - Mid Glamorgan Social Services Committee and Taff Ely Housing Committee have approved the development still awaiting Barnardos approval. Rod mentioned local residents efforts had been identified as the approach that Barnardos and S.S.D. wanted to work with in developing provision.

Community development approach is needed and residents must be involved in development of building.

Meeting today to discuss building primarily. Money has to be spent (all bills paid) by 31.3.96.

Residents should be an advisory group initially with move to management committee at later stage.

Residents original ideas were discussed. Disabled lift may be expensive.

Look at options - need access for disabled -

Fire officer will look at this carefully - cannot use lift in fire.

£50,000 has to be carefully spent. Possibilities may be limited. If necessary disabled access downstairs only, including toilet.

Dave not yet discussed details with fire officer. awaiting return from leave next week, but anxious to proceed - finer details can be put right later, as long as we agree the basics.

Need to be flexible. Steve and Phil to consider feasibility of plans.

Need for older children to have area to listen to music etc and toddlers area to leave toys out - closed off, downstairs.

Phil will survey property today then procedure will be to approve sketch, prepare drawings, Steve and Phil will draft specification. may be able to avoid CCT if demand low, anything under certain level. Construction unit also have their problems of overload - will accept, but may be slow. Latest possible start January to complete in March. Need to get tender back early December. 3 weeks to tender so need specification and drawings early to mid November. So have 6/7 weeks to agree scheme and do all paperwork and drawings.

Also need change of use planning - way has been cleared in Taff Ely. Building regulations permission also. Need to satisfy fire officer-could be expensive - first floor escape, emergency lighting etc. Phil and Steve can start straightaway. Two major worries structurally . Loadings on floor joists need to be considered - crown loading - additional supports probably necessary.

Removal of chimneys can be a problem - take right out is easiest, if okay with planners . May need supporting pillars - concentrated loads then, so may need to reinforce foundations. Dave will try fire officer next Tuesday - fairly quick opinion should be possible.

Will move ahead with as much as possible, leave any problem areas aside until later stage. Architect will amend for use - e.g. toilets on plan not big enough for use - may be obstruction to specific scheme. Phil could get scheme to quantity surveyor mid week, next week to cost and then can be assessed against budget.

External lift may be possible later - problem of money and space.

More money may come in from alternative Social Services budgets later.

Disabled lift need therefore not be a priority at this stage.

Porch should be considered - whether useful - access to upstairs windows off roof - security. Could be used for storage - pushchairs etc, storage space very useful for children - toys, prams, pushchairs etc.

May be useful to have new windows with shutters and murals painted by teenagers on shutters so not so forbidding. Security options - should protect ground floor windows - vertical roller shutters or sliding concertina type or different types of glazing, security double glazed - Vision Products (MG) produce this. Manually operated vertical shutters are easily jammed so not a good idea - Gellideg experience - constant repair. However more effective than concertina type shutters for security. At least - all ground floor windows and doors.

Downstairs - 2 large rooms, keep both stairs, kitchen, disabled toilet.

Need good vision to supervise children throughout all rooms.

Toddler area needs to be locked off - to protect toys - have to be careful of budget and also flexible to develop use. Not necessarily locked as such - as long as door which can be closed. Disabled toilet could possibly be where disabled lift identified originally.

Step adaptation may be preferable to small toilets.

Planning will have to consider numbers using toilets.

Phil will survey house and sketch and come back to discuss.

Upstairs - don't really need connecting corridor - door would do.

Fire officer would not allow fire door at top of stairs.

Consider whether both upstairs bathrooms are necessary.

Definitely need two downstairs, but may only need one upstairs. Could make one bathroom into mothers feeding room. - take bath out.

Daycare regulation for - younger children under 8 - 1 toilet for every 10 children.

Phil will have better idea of how all can be fitted in after the surveys property.

Phil to get list of requirements from Dave - new windows, grilles over radiators, fire regulations needs etc.

Steve to advise on structural needs - reinforced beams etc.

Lay Rockwool under boards when doing joists. Stick to quickest, simplest options.

External works - garden - lower priority at present. Basic structure so can get in and use.

Open meeting at some point in the future.

Diane reported that good community support was continuing - see survey outcome. Intend to continue networking with other agencies to avoid duplication.

Community is wary of official bodies - hopefully low profile in management. Avoid too many restrictions - explain as we go along if necessary restrictions.

Need "ownership" of facility - will protect locally.

Taff Ely storing play group equipment obtained in readiness. Want to get constituted as a charity as soon as possible so can fundraise.

Survey found objections - three bedroom houses needed - only have two bedrooms for families at present - better use for properties.

Tenants and residents fully aware of what is going on - Howell has been to see and will go again. Rod has told her it needs to be the people who run it - to gain community support and usage.

Need to keep tenants and residents on side - some are influential - but busy.
current chairperson. Howell will speak to involve

all community - selective in client group.

Need to set up support / advisory group for this development and have regular meetings with other agencies.

Vital not to alienate the people of the community.

Residents to look at model constitution for charities - 16 - 21 age group.

Suitable one looked at (attached). Model would be better for ease of registration.

**Meeting to review Phil's plans and fire officers comments on Friday 6th October
1.30.p.m. @ Housing Office.**

Meeting at

Area Housing Office on 6th October, 1995.

Present :

**Barnardos Open Door Project.
Mid Glamorgan S.S.D. Cardiff.
Architect, Mid Glamorgan Land and Buildings
- Mid Glamorgan S.S.D. Taff Ely.
Taff Ely Borough Council,
resident,
resident,
resident,**

Phil had developed ideas based on previous discussions and examination of the buildings and drafted revised plans for consideration.

Fire Officer wants 2 staircases, with direct access to external and smoke detectors etc re kitchen safety.

Adaptations - entrance porch or lobby - finance questionable whether run to this. Opened up front within this - foyer - male and female disabled in entrance area. Playroom and larger games room either side. Kitchen and hatch through. Storage at front.

Conference room and office one end upstairs and TV/radio and arts and crafts other end to reduce noise problem. Don't need corridor upstairs for fire reasons - remove.

Do we need 2 x WC downstairs - no - take out RHS one. Other side and small childrens and disabled. Low door. Male and female upstairs. Store on LHS for play equipment.

Carpet etc can be order through County Supplies £15 sq yd £32 outside. Main room - non slip vinyl.

Split kitchen door to keep toddlers out. Electric hob and rings in kitchen - oven not necessary. Microwave will do and separate bottle warmer.

Need door at rear RHS.

French door(s) in place of 2 windows in playroom or replace 1 window with screen door for access and vision LHS. Wet play area in play groups 2m.wide.

Near access door - non slip vinyl.

Also kitchen and entrance foyer and WC flooring. Vinyl floor upstairs in corridor WC/mother and baby /art and crafts.

Carpet for TV (computer) video, office, conference room. Antistatic for computer use.

Consideration of sign for building - think about for future -no need to decide now, ask around community.

Phil will cost revised proposals - replace windows - security double glazed UPVC - Vision Products quote.

Play equipment etc - can be sought through local firms etc - donations.

Décorations internally - local people will assist.

County will do ceilings only, toilets, kitchen, upstairs, pinboard in artroom 2 notice boards up and down, paint white matt throughout.

Playroom - blackboard paint at bottom. Corkboard at top - back wall. Replace doors - more secure quality.

Heating - determine by engineers whether existing is suitable or needs replacing. Gas back fire burners currently - no use - probably combine with combi boiler.

Radiator guards in toddlers room, games rooms, have to curtail engineers to budget.

External works can be costed at later stage.

May not need upstairs toilet window - remove and have vent where window reduced in size.

Urgent to get in, use it and improve later.

Need to meet when new plans costed.

Meeting provisionally arranged for 10.30.a.m. Thursday 19.10.95.

Meeting at

Area Housing Office on 19th October 1995.

Present :

- Barnardos Open Door Project.
- Mid Glamorgan S.S.D. Cardiff.
Mid Glamorgan S.S.D. Taff Ely.
Architect, Mid Glamorgan Land and Buildings.
Taff Ely Borough Council,
resident
resident
resident
resident

Structural work needed will be expensive. Estimate £79,000 can be brought down to £70,000 best minimum at present.

Need to look at what can be taken out. External work £3000 - not much really..

Cut down what can be picked up under maintenance next year - unlikely to come down to £50K - can take maybe £13K off estimate, down to £66K. Dave may be able to acquire some additional funding.

£12K seems expensive for heating, can use existing parts.

Maybe £2½k from SSD can be used towards carpets.

Demolition and structural work £8K cost - alternatively.

Extension at rear would be £15K and would look far better - no beams necessary.

Phil has drafted potential scheme additional £7K costs. More room downstairs - could use for admin. if unable to fund complete refurbishment upstairs.

Could still use upstairs in present condition.

Total including extension and upstairs would be £85K on present costings.

Also time factor - work needs to be completed early March - final accounts to be in first week of March. Probably best left at present as adds to total cost - need to cut this really given time and money available best to go with existing plan and cut down.

Cut out some floor coverings, kitchen costs, preliminaries 20% of total cost.

Try to keep porch and store if possible.

Leeway on mechanical works.

Mid Glamorgan have to use internal contractors as capacity available.

Have to negotiate cuts with each department involved - electrical / mechanical. DT will be able to find more than £50K but not as much as £80K.

Barnardos still negotiating to manage the development - ongoing - further meeting tomorrow.

Cost cutting ideas -

Block up kitchen window instalment - save cost of shutter. Move doors slightly as necessary to leave existing power points where possible. Make porch slightly smaller to keep front window same size as existing one. Leave store out of office, not work cost.

Leave carpet out - vinyl flooring only. Leave out mat well in entrance.

Barbara will contact residents to arrange meeting to discuss programme for centre will write out to all including Barnardos - best time 10 - 12pm in about a month.

Agreed layout will be pared by Dave and Phil and go out to tender for exact price. Have to offer to construction unit - may not want it if other jobs on as this is quite a fiddly job.

Once go ahead cannot change - accepted.

Howell.

meeting held at
OPEN DOOR PROJECT

on
3rd April 1996

Present:

| | |
|----------------|-----------------|
| Howell Edwards | Social Services |
| | Social Services |
| | Barnardos |
| | Barnardos |

Social Services

MGAVO

It was noted that Rod Keable had moved to Rhydyfelin from Housing. He will, however, continue his involvement with the project.

There were 2 main issues to be discussed.

1. The Community Development Worker.
2. Structure of arrangement between Barnardos/ and Rhondda Cynon Taff County Borough Council.

The 2 houses have now been "donated" to the Social Services Department and will be managed by the Department. It was felt, however, that it was important that the Housing Department remain involved in the project.

There is a clear need for Barnardos and Rhondda Cynon Taff Property Services to get together to formalise arrangements to cover public liability etc. Dave Tomlinson would appear to be the appropriate person in Social Services Department.

For the first year Barnardos will be responsible for the management of staff appointed. There needs to be a more formal arrangement for the management of the drawing up of agency Agreements between Barnardos and Rhondda Cynon Taff.

There was concern from that the Community Development Worker would dictate what was offered at the "Centre". It was stressed that regulation with was an essential element of the decision on what was needed at the "Centre".

The long term primary objective is that be enabled to operate and manage the "Centre" when they are equipped to do so it is envisaged this would take in the region of 3 years.

A meeting needs to be arranged between Barnardos and Social Services to arrange "Building and Staff Management".

Barnardos will require constitution and stated aims and objectives.

There is need for a meeting between Barnardos and to look at and draw up an agreed contract to define responsibilities.

There is then a need for a further general meeting to discuss usage of the "Centre" and staffing structure.

Community Development

The post was offered to a successful applicant but the person has now withdrawn. It is now necessary to re-advertise. This will be done immediately after Easter by Barnardos. Interviews will probably take place in May.

Team Manager
18/04/96

PROJECT

7TH JUNE 1996

Social Services
Housing
Social Services

AGENDA

- There had been a poor response to the second advert, out of 49 forms sent out only 6 replied. Four candidates were short listed and one candidate was successful. Unfortunately it has transpired he was not fully qualified so he can not go on SO1 grading. As a result he is making an appeal having consulted with C.A.B. Noreen has been in discussion with Barnardos personnel and an agreement will be made by 7th June 1996.

- It has to be agreed that if the Project Worker could not be appointed the building would have to be available for use. There was a high expectation from the residents. Providing the building was up to standard it should be open in the Summer and would be managed by Barnardos. It may be possible to second some of Barnardos staff also social workers to cover the holiday period. Alternatively a short term contract could be offered to a student for the Summer vacation. Noreen will keep us informed.

- A meeting was held 5th June 1996 with Toni [redacted] to draw up an Agency agreement with Howell/Noreen and Marilyn. This is now being amended and will be available as soon as possible.

4) A welcome was given to [redacted] Housing Department Manager. He gave some background to his recent appointment. Gareth admitted that little had been done on the estate for some time and was actively looking what the Authority could do to redress the balance. If there was to be significant progress it needed a joint agency approach. Heather Pearce has been appointed as Housing Officer for [redacted] She will have a significant input into getting this started.

There was a request from [redacted] to meet with the [redacted] Tenants and Residents Association. In the past they have not had the best of relationships and they felt with the project being well on the way it would be a positive gesture to ensure there was a good working relationship between all people on the estate.

It was also agreed that [redacted] would meet with Margaret or [redacted] from Grand work Trust. This will be arranged by Noreen.

Next Meeting July 3rd at 1.30 p.m. at The Project unless otherwise stated.

Service Manager

Present:

1. Update - Building - Funding
2. Programme - September Onwards
3. Service Level Agreement

1. Building

The building is now structurally complete and furniture has been moved in. There are a number of minor problems with the roller shutter, lock on office door etc. If we can obtain name of builder then Barnardos can contact them direct. All the problems could be rectified in half a day.

The committee of held a meeting at the centre with They now have written procedures and policies. The meeting was very positive and a further meeting held on 14th August. They will hold committee meetings every 3 months.

 are clearly ~~a~~ "lead groups" in terms of centre usage, but are not empowered to manage the centre.

There has been a question of a possible charge of the use of the centre by the Credit Union and/or individuals for children's parties etc.

Clearly there is no licence to "rent" rooms for any purpose. If agencies such as Credit Union wish to use the centre, then it should be available. They are non-profit making and seeking to

provide a service to the community. The same could apply to individuals who live within the community and other agencies.

There is a need to establish a "booking ledger/planner" for the use of rooms.

Funding

Barnardos clearly need confirmation of funding for the Community Work Organiser and Playleader. Discussion needs to take place with Marilyn and or Howell.

Marilyn is on leave until 19th August.

Programme - September Onwards

The part of playworker will need to be discussed in order to establish playgroup as early as possible in September. The post will be for 12 months from the date of appointment. The playworker could be supported/assisted by a volunteer who could be financed to take P.P.A. training. The course fee would probably be met by Social Services. This needs to be confirmed.

There are implications for the choice of volunteer if it involves the "gain" of sponsorship on P.P.A. course.

Child Care team to put together a possible ideas/shopping list of potential usage of centre after September. The list can then be discussed with Barnardos and to plan usage.

Service Level Agreement

The position re S.L.A. needs to be clarified.

Cchi

MEETING AT OPEN DOOR

30TH AUGUST 1996

Present:

Apologies

AGENDA

Update:

"

"

- ✧ Noreen has spoken with _____ to discuss a licence agreement re: who's responsible for what etc. It was accepted that the Service Level Agreement should cover this. _____ will speak to _____ Noreen will check Barnardos current financial position. In addition Tony will write formally to Barnardos to clarify budget for this year, what has been spent and what Barnardos will contribute next year. Barnardos initial commitment was to put money up front to see if the project was viable.
- ✧ Playworker and Part Time Admin Assistant can now be recruited.
- ✧ The shutters will have to be looked at, presently it is impossible to control the shutters to ensure the building is secured. Dave will speak to the architect.
- ✧ It was proposed by Noreen that _____ be retained as the Community Development Worker; they could get around this by it being an internal appointment after she has been in post up to 6 months. Howell/Marilyn will look at how Social Services will view this.

_____ reported her progress to date. Training will start for the volunteers September 11th for 9 weeks. There will be a meeting on 17th September to look at the future developments. Steve Connor will be attending the launch of _____ Project on September 30th to engage formally.

_____ wanted it acknowledged that _____ and _____ involvement and the degree of responsibility they have had to take on over the summer period, without which there would have been no progress.

- ✧ It is important that a steering group be set up in the near future to ensure levels and understanding of responsibility are understood i.e. to engage Health etc.
- ✧ Meeting to be called 6th September 1996 in the District and to invite
- ✧ List of Members living in area and relevant people to attend to be given to for the launch of the project on 30th September 1996.

IN ATTENDANCE

read a report prepared by Mr [redacted] it stated that even though the project was in it's infancy a difference could already be seen, with the drop in the number of referrals in the area of [redacted] There has only been four referrals in five months which is an improvement on the previous year of fourteen referrals.

asked if the social worker and the benefits advisor used the building like previously discussed. explained that the social workers use the building every Tuesday and Thursday morning and that the benefits advisor uses it every second Thursday of the month.

asked about the woman's group that was being set up. said that she had just attended a meeting discussing this and a date had been set for Wednesday April 16th.

said that the project was showing a positive effect, and the many programmes on offer proved this.

went on to give Barnados feedback on the project. talked about the contracts and how Barnados are working towards funding for the next three years. stated that the first draft of the application has been well received, and things are looking very positive.

said the next step is to ask for an independent review of the centre, and she was considering contacting via the University of Wales. Everyone agreed that this was acceptable. hen said that it is also possible that reports will be needed from everyone that uses the centre. said that the future looks good and she feels very positive about the project.

then stated that there had been a lot of work, strain and pressure when opening the project and through the early days and thanked for her commitment and her hard work during her absence through illness.

also gave her thanks from Rhondda Cynon Taff to for her commitment to the project.

asked if the housing department used the building as previously discussed. said that they had been approached but no further contact has been made from housing. went on to say that this would be beneficial as people would feel comfortable in the centre rather than in the formal atmosphere of the offices.

said that he was very disappointed with the housing department. Originally it had been stated that the centre would be used as a meeting point and the housing department are not using the centre as initially intended, and to take up the matter.

said that it does not show a good partnership for the future.

asked what was happening, why are the housing department not using the building. went on to say that surely this was essential after the amount of money that R.C.T. had put into the project.

said that he will send a memo to say that he has attended the meeting and that the general feeling is that the area housing manager should attend the meetings.

**Minutes of the meeting held on the
6th February 1997 at Open Door**

Present:

| | |
|----------------|--------------------------------------------------------------------------------------------------------------------|
| Howell Edwards | Assistant Divisional Director, Barnardo's Principal Officer, Social Services Purchasing & Commissioning Team |
|----------------|--------------------------------------------------------------------------------------------------------------------|

Apologies

Project Leader,

The purpose of the meeting was to begin discussion in regard to the Agency Agreement 1997/98.

Staffing

 agreed to clarify what flexibility existed in the appointment of permanent members of staff.

Pilot Project

It was felt that it would make more sense for the pilot stage of the project to come to an end on the 31st March 1997 and for the second place to begin on the 1st April 1997.

Steve Connor and Howell Edwards would seek agreement on this point.

Budget 1997/98

Assuming an Agency Agreement between Social Services and Barnardos could be agreed both parties were anticipating contributing approximately £42,000 to the budget.

Planning Framework

It was agreed that predominantly the majority of activities organised by the Development would fall within Level 1. It was also agreed that some of Level 2 services should be developed. Howell Edwards to bring suggestion to the next meeting as additions to the agency agreement.

Review of**June 1996 to Date**

It was agreed that a review of the development to date needed to be completed so as to contribute to the debate into the future of the project.

will request to complete the review, and if possible for a meeting to be held with the Support Group prior to the next meeting.

Date of Next Meeting

9.30 am Monday 10th March 1997 at Open Door.

MEETING BARNARDOS OPEN DOOR

16TH DECEMBER 1996

Present: Howell Edwards P.O. Rhondda Cynon Taff
Project Leader Barnardos
Housing Manager
Rhondda Health Trust
Project
Service Manager Taff Ely

Apologies: Team Manager

Howell opened the meeting by giving an overview of the scheme leading up to the opening of the project in August. There is no disagreement over the Service Level Agreement and it was confirmed that we should all be working towards the same dates in 1997 and agree a date for a review.

Howell spoke to the group about the Children's Service Plan over the next 3 years and the need to consult with other agencies. Planning and assessment needed to be done on a multi agency basis and was an excellent example of family support through neighbourhood development. Howell gave a report on the Hardiker Model which would be used by all agencies to ensure that the support offered was at the appropriate level of need. said there were other models that could be looked at but it was agreed that there had to be an agreed base line for everyone to work from. To that end the formation of a support group was essential to ensure the work being done was focused and a common interpretation of our aims were agreed.

It was agreed that for the next meeting we would gather information about the number of referrals to the project. would ask whether there had been any impact on the referrals made to his team for support. Already there seems to be evidence that the referral rate has stabilised.

The Credit Union has pulled out as the community were not using the centre as a collection point.

It was agreed that and would consult with the residents to see how appropriately the centre was being used.

Agenda for next meeting:-

- ❖ Remit of group/membership
- ❖ Report from on the Project activities to date.
- ❖ Report from on referral rate.
- ❖ Reports of potential developing partnerships
- ❖ Frequency of meetings

Next meeting to be held in on 13th February 1997 at 3.30 p.m.

Invitations to:

Head of Junior School

T.E.D.S.

Service Manager
Social Services Department

Housing Services Manager
4-8 Church Street
Pontypridd
Mid Glam. CF37 2TH

8th August 1995

**HOUSING SERVICES MANAGERS REPORT
TO THE MAYOR AND MEMBERS OF THE
RECESS COMMITTEE 16TH AUGUST 1995**

Madam Mayor, Ladies and Gentlemen,

1. PROPOSED COMMUNITY DEVELOPMENT PROJECT

1. INTRODUCTION

Mid Glamorgan Social Services have identified financial resources with which it proposes to develop a Community Development Project. The area identified to take advantage of the project is

£50,000 Capital funding and
£45,000 Revenue funding is available but needs to be spent in the current financial year. An urgent decision is required from this Authority, therefore, regarding involvement in the project.

2. AIMS OF THE PROJECT - to work with the Community to enable the Community to:-

- i) define their needs
- ii) define the resources necessary to attempt to meet those needs
- iii) empower local people to have a voice in the provision and utilisation of resources
- iv) encourage self help strategies to deal with sensitive issues affecting young people, young mums and under eights, to work with parents and other agencies to develop a Community response to issues such as the recent number of drug-related deaths.

1995

5417

RK

3. OUTLINE OF SCHEME - it is proposed that two adjacent Council houses be provided and altered to convert them into a single base. This will be a base for staff, agencies on a surgery basis and user groups, with provision for an under - eights playgroup.

The funding provided by Social Services will partially cover staff costs, setting up and running expenses. It is anticipated that Barnardos will provide funding on a 50/50 basis.

It is hoped to appoint a Community Development Worker by September 1995 to oversee the setting up of the base, negotiate with agencies, establishing groups/management bodies of local residents, and negotiate the setting up of a young mum group and playgroup for under eights. The appointment of other staff will follow.

4. ACCOMMODATION

It has been established that two adjacent Council properties could be provided on the Estate, without undue effect on the Waiting List for the area. It is suggested that the potential benefits of the scheme would outweigh the effect of the loss of 2 units of accommodation.

Although direct funding from the Council is not sought, the Council is invited to support the scheme by providing 2 Council properties on a rent free basis, with permission to convert them into one base.

5. RECOMMENDATION - the scheme as outlined will provide benefits for the area and in view of recent events particularly, it is recommended that Council support the scheme as set out in Paragraph 4.

COUNCILS DECISION IS REQUESTED

ESTATE BACKS NEW CENTRE



CAMPAIGNER: Mair

RESIDENTS on a troubled housing estate hope community spirit will be revived with the creation of a new centre.

Two semi-detached houses on the estate in Rhondda and Taff-Ely area are to be converted to provide an advice and social centre and playgroup for children.

The £100,000 project will be the first of its kind in the Rhondda and Taff-Ely area. Plans were drawn up following an analysis into family support services in the Taff-Ely district, which showed that 20 per cent of referrals came from the area.

A full-time project worker

Bid for the old spirit

By Richard Davies

will be based at the centre, which could be up and running by April.

It will provide a range of services, including advice and information on benefits, housing, welfare rights and will also act as a contact point for health visitors, social services, Taff-Ely Drug Support and other agencies.

Mid Glamorgan County Council will run the centre

in partnership with Barnardos, which is contributing £18,000 to the scheme.

That sum is being matched by the county council which is also spending around £60,000 on the conversion.

The estate suffers from high unemployment, low income and a drugs problem, which residents hope can be addressed by the centre.

Tenants Association said: "I think something like this is long overdue and the tenants' association will be fully supportive of it."

"I sincerely hope it will benefit the community and will be something we can

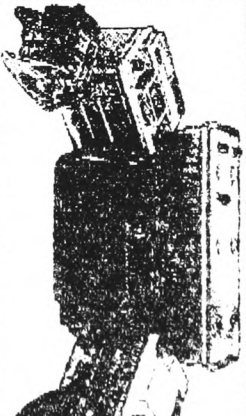
build on for the future of young people and families."

who has led a concerted anti-drugs campaign in the valleys, added: "We need to rekindle our community spirit to help us cope with the problems we have here and this will provide a sound base for this."

"I feel this centre can help draw people together and get parents more involved in what their children are doing - that is the biggest issue here."

"I think it will be a great benefit and provide direction for our children, who are growing up in a community of drugs, violence and crime."

MITTERAND DIED
FORMER French president Francois Mitterrand, 77 today.
"The president died this morning at 8.30 am," his social secretary said.
Mitterrand stood down president in May, after years in power.



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SWF. 8.1.96

Dream Centre On Way

NEARLY two years of hard work is about to bear fruit for a group of dedicated mums.

When they got together 18 months ago and formed that their efforts would lead to the setting-up of Taff-Ely's first child resource centre.

But now work to convert two semi-detached homes on the town's estate is under way and the doors of the new centre will open in April.

The £100,000 project has got off the ground thanks to a concerted approach by local agencies. Mid Glamorgan Social Services has weighed in with funding to convert the two houses, which have been given rent-free by Taff-Ely Borough Council.

The centre will initially be run by children's charity Barnardo's. A full-time development worker will be based at the centre and the intention is to train and advise parents so they can then take the project over.

By Richard Davies

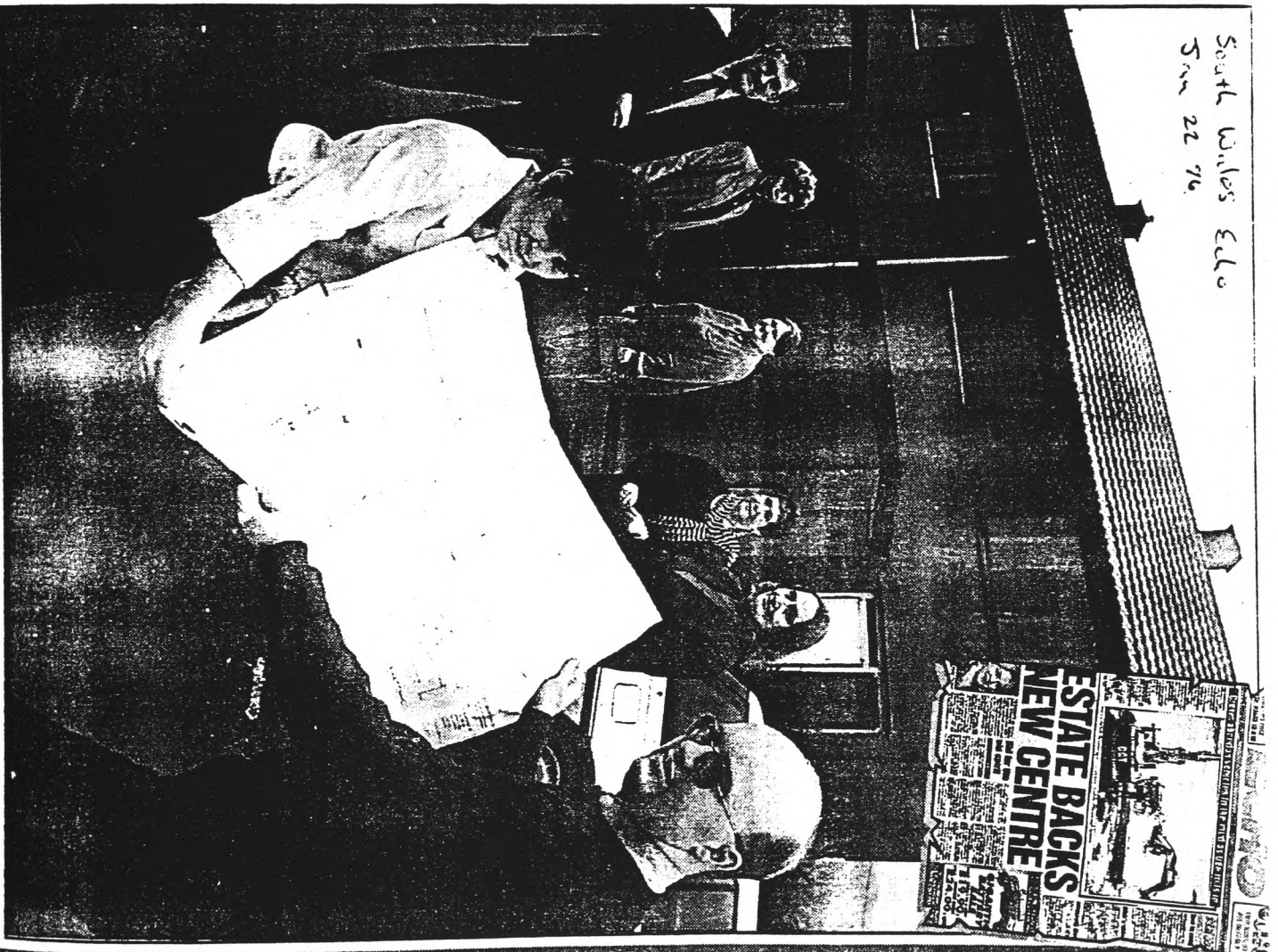
there will be arts and crafts rooms and a computer/video room.

There will also be a conference room, where agencies like the Citizens' Advice Bureau, Taff-Ely Drug Support, health visitors and benefits advisers may hold surgeries.

The plans also incorporate disabled access.

"We wanted a centre that would offer something for all age groups," said mother Dawn Jones, who lives next door to the centre.

Howell Edwards, services manager for Mid Glamorgan Social Services, said a project like this had been on the cards for several years. "We have worked with



NEIGHBOURHOOD EFFORT.

and Rod Keable, Taff-Ely

MID GLAMORGAN COUNTY COUNCIL

PLANNING COMMITTEE

PLAN PREPARATION SUB-COMMITTEE

29 FEBRUARY, 1996

28 FEB 96

REPORT OF THE COUNTY SECRETARY AND SOLICITOR

2. PLANNING APPLICATION NO. 56/95/0768 - CONVERSION OF TWO
RESIDENTIAL PROPERTIES INTO A COMMUNITY FACILITY

2.1 A meeting of the Chairmen and Vice Chairmen of the Planning Committee and Environmental Countryside and Tourism Sub Committee together with local members was held on site at on 23 February, 1996. Members present were County Councillors L.J. Jenkins (Vice Chairman in the Chair), R. T. Davies and L.C. Morgan.

2.2 The purpose of the meeting was to give further consideration to planning application No. 56/95/0768 for the conversion of two residential properties into a community facility,

The County Planning Officer explained to members that the proposal would involve the conversion of two residential properties into a Children's Resource Centre, also known as a Safe Play Project. Following an inspection of the site members:-

NOTED

- (i) the need and support for a centre on the Estate and
- (ii) that there were other issues which needed to be examined following the consultation process and that a further report would be made to Committee by the County Planning Officer regarding this application.

Office of County Secretary & Solicitor,
County Hall,
Cathays Park,
Cardiff.

26 February, 1996

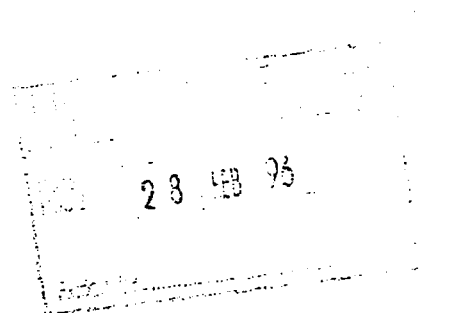
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MID GLAMORGAN COUNTY COUNCIL
COUNTY PLANNING COMMITTEE
PLAN PREPARATION SUB-COMMITTEE

29TH FEBRUARY 1996

SUPPLEMENTARY REPORT OF THE COUNTY PLANNING OFFICER

| Item | | Page |
|-------------|-----------------------------------|-------------|
| 14. | Application Reported to Committee | |
| | Ward | |
| | 56/95/0768 Community Facility | 1-7 |



H. A. U Rod Keeble

881 HOUSING SERVICES MANAGER'S REPORT

The Housing Services Manager's report dated 8th August 1995 (copies circulated) was considered.

882 PROPOSED COMMUNITY DEVELOPMENT PROJECT

In paragraph 1 of his report, the Housing Services Manager reported that Mid Glamorgan Social Services had identified financial resources to develop a Community Development Project at

Details of the project were outlined in the report and the Council was asked whether it wished to become involved.

It was RESOLVED - That the scheme be supported and that two Council properties be made available on a rent free basis, with permission to convert them into one base, as outlined in the report; and that the Housing Services Manager take the necessary action.

APPLICATION FOR PLANNING PERMISSION

The following application for proposed development is submitted for the consideration of the Committee with my recommendations thereon.

COUNTY COUNCIL DEVELOPMENT

| | Committee | Proposed Development | Ward |
|-------------------|------------------------|----------------------------------------------------------------------------|-------------|
| 56/95/0768 | Social Services | Conversion of two residential properties into a community facility, | |

SUMMARY

Conditional consent recommended.

Report

1. Deemed planning consent is being sought by the Director of Social Services to convert two residential properties in to form a Childrens Resource Centre (also known as a Safe Play House Project).
2. The need for such a centre was identified following a study conducted in the Taff Ely district which indicated that 20% of all referrals for family support services come from the rea. The area has a high unemployment rate and low income while census data shows a large number of single parents. A high percentage of children are under five years of age.
3. Consultation with other agencies have indicated that a community based initiative, such as a Resource Centre, targeted at children and their families would be helpful in improving their health, educational, social and emotional needs.
4. It was decided that the centre should be located in a pair of semi-detached houses in in an area of high social need.
5. Taff Ely Borough Council as the local housing authority have identified two properties on the Estate which could be converted for use as a resource centre and have offered them to the project. These properties are not semi-detached but form the two end properties of a terrace.

6. It is proposed to convert the two properties into one unit by re-organising the internal arrangements. New internal doorways would link the two properties. Internal dividing walls would be removed to create larger rooms. New kitchen and toilet facilities would also be provided.
7. A survey was carried out on the _____ states by a local parents group to gauge local reaction to the establishment of a Resource Centre in the area.
8. All the people questioned agreed that there was a need for such a centre in the area, while every family with young children indicated that they would use the centre. Suggestions on the type of facilities at the centre were also collected and it was generally agreed that local residents should run the centre.
9. Following the survey, the following range of facilities and uses have been suggested for the centre:-
 - i) Playgroup activities for children under five years of age,
 - ii) parents groups with crèche facilities,
 - iii) holiday play schemes,
 - iv) computer facilities,
 - v) arts and crafts,
 - vi) games area,
 - vii) party room,
 - viii) quiz nights and film nights.
10. The centre could also be used as an advice centre covering a wide range of topics.
11. The ultimate aim of the project is that it would be run by a local parent group. Decisions on what activities to put on and how best to use the centre would be determined by local people. However, the centre would be set up by the Social Services Department with additional and equal funding from Barnardos. This would enable a project worker to be employed at the centre, initially for 12 months to work with established community groups and to develop local initiatives.
12. From the results of the local survey undertaken residents have suggested that the centre should be open from between 9.00 or 9.30 am to 9.00 or 9.30 pm, five to six days per week.

13. Members will recall that this application was reported to County Planning Committee on 16th February 1996 with recommendations that:-
- i) That the Chairman and Vice Chairman together with the Local Member visit the site to give further consideration to the proposal and representations received.
 - ii) That the Chairman and Vice Chairman be granted Plenary Powers to determine the application following the site meeting.
14. Both these recommendations were agreed. A Member site meeting was held on Friday 23rd February, 1996 and a report of this meeting is included within the County Secretary and Solicitor's report to this Committee.

Publicity

15. The application was advertised by means of site notices erected in the vicinity of the site. Individual letters were also delivered to residents living adjacent to the site advising them of the proposal and giving them an opportunity to comment.
16. Three letters were received in response to this consultation exercise. The responses can be summarised as follows:-
- i) Being open until 9.00 pm the centre would attract gangs of youths who would hang around the area causing disturbances, possibly long after the centre has closed.
 - ii) If the centre is used as a drugs advice centre, it could attract the wrong type of people, especially if a large number of young children are present.
 - iii) Why use the centre for drug advice when there is already an existing centre at Mill Street?
 - iv) Residential properties should not be used as there is a need in the area for three bedroom houses.
 - v) A more secure fence/barrier should be erected between the two properties to be converted and the adjacent one.
 - vi) There are no off-street parking facilities.
 - vii) A new centre should be built on the vacant plot of land on High Street.
 - viii) Noisy activities such as discos should not be allowed.
 - ix) Centre should be run by Social Services Department.

- x) Insufficient space on site to enable activities to take place out of doors in the summer.
- xi) The development of the centre would affect property values.
- xii) Centre should be built centrally within Estate.
- xiii) Is there a need for such a centre as the new Community Centre is under utilised?

Responses to Consultations

- 17. **Taff Ely Borough Council:** Raise objection because the proposal involves the introduction of a community facility in a residential area which would result in an unacceptable erosion of existing residential amenities through increased noise, traffic and general disturbance.
- 18. **County Engineer and Surveyor:** No objection. However, these comments are made subject to the Local Planning Authority being satisfied that the parking facilities are adequate to serve the local site development.
- 19. **Community Council:** None received.

Assessment

- 20. It has been demonstrated by the Social Services Department and other family support agencies that there is a need for a Childrens Resource Centre on the Estate. A survey carried out by a local parents group has shown that the vast majority of the residents in the area are fully supportive of the project and are in favour of it being run by local people.
- 21. The Estate has a history of problems associated with drug abuse. The local parents groups consider that young children and teenagers need a local centre where they can meet and participate in activities safely away from those involved in drug abuse.
- 22. Although it is generally agreed that there is a need for this facility, several reservations have been expressed about the site chosen. I will assess the main concerns below.

Traffic Implications

- 23. The two properties that would be converted have no off-street parking facilities and no potential for creating any. This applies to all other properties adjacent and residents are only able to park on the highway outside their property.
- 24. Concern has been raised both by the County Engineer and Surveyor and local residents about the lack of off-site parking facilities.

25. The Resource Centre would only have one full time staff member, namely a Project Officer to co-ordinate activities, an assistant may also be present on site possibly on a part time basis.
26. The local parents group would be involved quite closely in the day to day running of the Centre. The members all live within walking distance and would not drive to the Centre. Children using the Centre would all live within walking distance and would not be transported to the site by parents.
27. The effect of this is that the parking requirements of the new Centre would not be any greater than if the two properties were to be used for residential purposes. As the two properties chosen are on the end of a terrace there is sufficient space immediately alongside to park three cars. In view of this I consider that the daily use of the centre would not create any significant highway problems.

Effect on Amenity

28. Concern was raised about the use of the Centre and the effect that certain activities may have on the amenity of adjacent residents.
29. The Director of Social Services and the local parents group are aware of these concerns and are prepared to limit activities to those that are less likely to cause disturbance. However, should activities lead to any complaints, then the continuation of these activities would be considered. The Borough Council's Environmental Services Officer could also use other legislation to control activities should any complaints be made.
30. The majority of the local residents are fully in favour of the proposals. Both properties adjacent to the site have raised no objection. However, one resident has suggested that a fence be erected between adjacent properties. As well as making the Centre more secure it could also assist in limiting any possible disturbance.

Activities

31. The main concern raised by residents was in relation to the possible use of the Centre as a drug advice centre. The Director of Social Services has confirmed that the Centre would not be used for this purpose. The local parents group who would help run the Centre have also said that there is no intention to provide such facilities.
32. There is an existing drug advice centre in Tonyrefail which will continue to be used.
33. The local parents group have confirmed that the activities to be provided would be fairly low key. No noisy activities would be permitted and any parties organised would be for younger children. Careful management by the parents groups would ensure all activities are adequately controlled to minimise disturbance to neighbours.

Management

34. Although the project would initially be set up by the Social Services Department and Barnardos the ultimate aim is for the centre to be run by the local parents group. They have demonstrated that they are prepared to work in conjunction with the Social Services Department and are prepared to take over the running of the Centre in the future.
35. It is felt that the local parents group are in a better position to run the Centre, having local knowledge of the needs of the area and of the children involved.

Alternative Sites

36. Other vacant properties on the Estate were also considered but were not found to be suitable. The cost of constructing a new purposed built centre nearby was prohibitive.

Conclusion

37. The need for a Resource Centre has been demonstrated by the Director of Social Services in conjunction with other family support services in the area. Providing such a centre locally gives a greater opportunity to assist people with particular needs. The involvement of a local parents group would also highlight local needs.
38. There is obviously some concern about the running of such a centre within a residential area. I consider the issue of on-street parking is unlikely to create any undue problems due to the way the centre would be staffed. However, bearing in mind the location of the site there could be some effect on the amenity of adjacent residents, although I feel that this could be satisfactorily managed.
39. There is, however, an overwhelming support for the project locally and the local parents group involved are confident of being able to run the Centre without causing any disturbance to adjacent residents.
40. In conclusion, therefore, although there are some concerns I consider that the overall need for such a centre outweighs the limited effect on residential amenity that may occur.
41. I would, therefore, recommend that the application be APPROVED.

RECOMMENDATION

That for the purposes of Regulation 3 of the Town and Country Planning General Regulations 1992 the application be Approved subject to the following conditions.

Conditions

1. The proposed development shall be carried out in accordance with the submitted plans, reference Nos 1016.101/L02 and 1016.101/L03 all stamped as approved by the County Planning Officer unless otherwise amended by the following conditions.
2. The development hereby approved shall only be open between the hours of 9.00 am to 9.00 pm Monday to Saturday, unless otherwise agreed in writing with the County Planning Officer.
3. Prior to the commencement of the use of the property the boundaries of the site between adjacent residential properties shall be enclosed in accordance with a scheme to be submitted to and approved by the County Planning Officer. The scheme shall include details of the location and design of the enclosure.

Reasons

1. To define the consent granted.
- 2&3. In the interest of residential amenity.

Mid Glamorgan County Council
County Planning Department
County Council Offices
Greyfriars Road
Cardiff
CF1 3LG

I:\COMMITT\PPREP96\SUP29FEB.DOC
FEBRUARY 1996

LOCAL GOVERNMENT ACT 1972
as amended by LOCAL GOVERNMENT
(ACCESS TO INFORMATION) ACT 1985
MID GLAMORGAN COUNTY COUNCIL
COUNTY PLANNING COMMITTEE
PLAN PREPARATION SUB-COMMITTEE
29TH FEBRUARY 1996

List of Papers Open to Inspection - Supplementary Report of the County Planning Officer

Item

14. Application Reported to Committee: Refer to the application no quoted.

For further details on the above the person to contact is Jane Woods Ext 3745

Notification from:- County Secretary & Solicitor

To:- Director of Land and Buildings (Architects)
Director of Land and Buildings (Valuation Terrier)
Director of Social Services
County Planning Officer
File Copy

Ref:- PPS/LB/56/95/0768

Date:- 6 March 1996

TOWN AND COUNTRY PLANNING ACT 1990
TOWN AND COUNTRY PLANNING GENERAL REGULATIONS 1992
PROPOSED DEVELOPMENT BY MID GLAMORGAN COUNTY COUNCIL
CONVERSION OF TWO RESIDENTIAL PROPERTIES INTO A COMMUNITY
FACILITY.

In accordance with the Town and Country Planning General Regulations 1992, the above proposal was considered by the Chairman and Vice Chairman of the Planning Committee under plenary powers on 29 February 1996 when it was resolved that the above mentioned application be approved subject to conditions.

Conditions

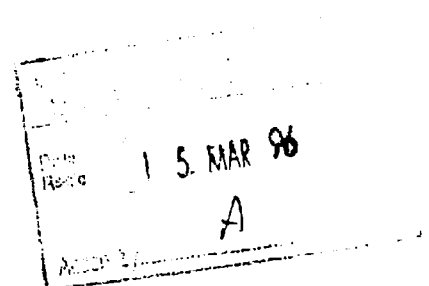
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Reasons

1. To define the consent granted.
- 2&3. In the interest of residential amenity.

M. [Signature]
County Secretary & Solicitor

FPS\ID\CAPO1



MID GLAMORGAN COUNTY COUNCIL

LOCAL GOVERNMENT ACT 1972

as amended by the

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

PLAN PREPARATION SUB-COMMITTEE

29 FEBRUARY, 1996

REPORT OF THE COUNTY SECRETARY AND SOLICITOR

List of Papers open for inspection

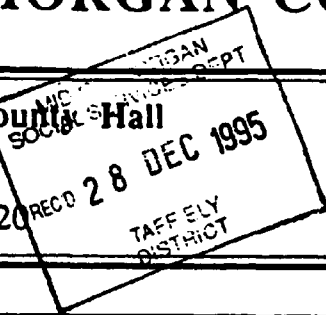
2. PLANNING APPLICATION NO. 56/95/0768 - CONVERSION OF TWO
RESIDENTIAL PROPERTIES INTO A COMMUNITY FACILITY

See File No. ENV/6/3/6/16/00

For further information - Officer to contact Mr. M. Sadler Ext. 2058

MID GLAMORGAN COUNTY COUNCIL

Mid Glamorgan County Hall
Cardiff
No. Cardiff 820820



SUB-COMMITTEE SUMMONS

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

1. This meeting will be open to the public except when the meeting resolves, for reasons which will be stated in the resolution, to conduct specified items of business in private.
2. Members of the public wishing to inspect agenda and reports may do so at the Glamorgan Archives Service, Public Search Room, Mid Glamorgan County Hall, Cathays Park, Cardiff, CF1 3NE.

A meeting of the Services for Children and Families Sub Committee of the Social Services Committee will be held at the Mid Glamorgan County Hall, Cardiff on Thursday 4 January 1996 at 11.00.a.m.

A G E N D A

1. To consider the report of the County Secretary and Solicitor
2. To consider any report of the County Treasurer
3. To consider the report of the Director of Social Services
4. To consider passing the undermentioned resolution:-

that the press and public be excluded from the meeting under Section 100A(4) of the Local Government Act 1972 for the next item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraphs 5 and 6 of Part 1 of Schedule 12A of the Act namely information relating to any particular applicant for, or recipient or former recipient of any financial assistance provided by the Authority and information relating to the adoption, care, fostering or education of any particular child.

5. To consider the report of the Director of Social Services containing exempt information dealing with financial matters and matters relating to children.

Office of the County Secretary and Solicitor
Mid Glamorgan County Hall
Cathays Park
Cardiff
CF1 3NE

19 December 1995

MID GLAMORGAN COUNTY COUNCIL
SOCIAL SERVICES COMMITTEE

REPORT OF THE DIRECTOR OF SOCIAL SERVICES TO THE CHILDREN
AND FAMILIES SUB COMMITTEE OF THE SOCIAL SERVICES
COMMITTEE ON THURSDAY 4TH JANUARY 1996 AT 11 AM

1.0 TONYREFAIL CHILDRENS' RESOURCE CENTRE

1.1 Introduction

A playgroup was developed at Gilfach Goch in 1975 funded through an Urban Aid Grant. A Departmental Review of playgroups conducted in 1992 highlighted the fact that the Gilfach group offered limited facilities for working with families. In October 1993, this Sub Committee agreed that discussions could be initiated with relevant organisations to explore the needs of the area. As a result of local consultation it was possible to enable parents in the Gilfach area to run the playgroup themselves. This now means that funding has been released from the Gilfach Playgroup to enable other developments to take place.

1.2 Current Position

An analysis has been conducted in the Taff Ely District in relation to referrals for family support services. This indicated that 20% of such referrals came from the area. At present there are few resources to meet families' needs, bearing in mind the pressures which result from high unemployment and low income. Census data shows that single parents are over-represented and there is a high percentage of children under 5 years. Consultation with other agencies indicate that a community based initiative targeted at children and their families would improve outcomes in terms of health, educational and social and emotional needs. On 7th July 1995 this Sub Committee approved in principle the development of a Children's Resource Centre at Resources are available within current budget provision to meet the revenue costs associated with this proposal.

1.3 Discussions have now taken place with a range of agencies and the following has been achieved to date:-

- The local Housing authority have identified a pair of semi-detached houses in and work has begun on planning modifications to enable them to become the resource base. Capital funding has been included for this purpose in the budget for 1995/96.
- Barnardos have made a firm proposal to provide £18,000 for a period of 12 calendar months, subject to it being matched by an equal contribution from the Social Services Department and that the Housing Department make suitable accommodation available. The purpose of

the joint budget of £36,000 would be to employ a Project Worker for a period of 12 months. The Worker would have 2 broad objectives: (i) work with established community groups to assess the needs of children and young people and (ii) develop specific local initiatives relating to those identified needs. The Project Worker would be managed and supported by the Leader of Barnardos Open Door Project. Discussions would need to take place during 1996 between Barnardos and Rhondda Cynon Taff County Borough Council regarding future development. This would clearly be dependent on the needs identified in 1996 and the priorities of both organisations.

1.4 Recommendation

I RECOMMEND that Members give their APPROVAL to this initiative to develop a Children's Resource Centre in Tonyrefail.

2.0 FOCHRIW PLAYGROUP - DEVELOPMENT

2.1 Introduction

Members will recall that I reported to this Sub Committee on the 3rd November 1995 that work was being undertaken on further development of family support services in the upper Rhymney Valley. This work has focused on expansion of the limited facilities currently available at the Department's Playgroup in Fochriw. The playgroup is housed in a local community centre and the physical limitations of the building do not allow staff to work effectively with children and their families, due to lack of space.

2.2 Development

Discussions have taken place at a local level with all interested parties, with a view to providing an additional building at the playgroup location. These discussions have resulted in agreement, in principle, to this development. It is now necessary to obtain planning permission for a pre-fabricated sectional building to be erected next to the Playgroup, in order that they can become an integrated facility. The proposed building will have an external simulated brick appearance so that it blends in with the rest of the Community Centre. It is anticipated that this planning application will be considered at a meeting of the Planning Authority on the 15th February 1996. Clearly, this will mean a very tight schedule for completing the work by the end of March 1996, but I am advised by the Area Property Manager's Office that the necessary work can be completed within that timescale. The resources required to meet the costs of this development have been included in this year's capital programme.

Case Study Doc. 20

Director of Land and Buildings
For the Attention of Mr

RES.MAN/FIN/PM/MG

3460

Director of Social Services

26th October 1995

CHILDREN'S PLAY CENTRE
COMMUNITY BUILDING,

I refer to conversations between Mr _____ and Mr _____ on the 23rd October 1995.

I show below a precis of matters discussed:-

1. The property should be fully vacated in the next 2/3 weeks.
2. Timescale

My District staff are reasonably happy with the timescale you have proposed but we would like to improve on these dates if possible. You will be aware that we need to clear all accounts for the work well before the end of March 1996.

3. Tender

I understand that Mr _____ from the Construction Unit has indicated that he would be prepared to undertake the work. Would you please obtain a tender price from Mr _____ based on the Quantity Surveyor's figures we discussed i.e. £69,774 exclusive of fees. Once we have exact figures we can determine if further "cuts" to be programme need to be made.

4. Mechanical and Electrical Services

Can you ascertain from the relevant Mechanical and Electrical engineers if they would be able to draw up their specifications as a matter of urgency.

Your co-operation in these matters is appreciated.

.....
PJ Martin
for Director of Social Services

Case Study Doc. 21

To: Director of Social Services
(F.A.O. Mr.

My Ref. DS/PW/PK

Tel. Ext. 3191

Your Ref.

From: Director of Land and Buildings

Date 5 January 1996

CONVERSION OF 2 NO. RESIDENTIAL PROPERTIES INTO
NEW COMMUNITY FACILITIES,
TENDER REPORT

With reference to the above contract for which a single tender option with the Construction Unit was requested, I can now confirm the following information.

1. The tender documents were returned on Wednesday, 20th December 1995 and an arithmetical check confirmed the total identified on the Form of Tender documents. This amount is £100,095. 27.
2. Prior to tendering procedures, a cost estimate was prepared based on approved sketch plans and a price estimate was verbally confirmed to your department. This amount was £79,026. 22.
3. The difference between our cost estimate and the actual tender figure is £21,069. 22.
4. A more detailed examination of the returned tender documents by my department has revealed that some items have been priced higher than I would have anticipated.

As you are aware, with the limited time remaining before the end of this financial year, re-submitting this tender under a competitive basis appears unachievable.

Please confirm the action you now wish my department to pursue.

I look forward to hearing from you.



for Director of Land and Buildings.

- 6.2 This bid was submitted in the light of evidence (both locally and nationally) that there is a need to develop a holistic model of assessment of a child's needs within his/her family, rather than focusing on child protection issues separately from other continuing needs.
- 6.3 I can now report that the bid made to the Welsh Office has been successful and that both Rhondda Cynon Taff and the Bridgend Area Child Protection Committees have received £6,000 in order to proceed with this joint work.
- 6.4 A project management group has been established with representatives from the Department of Social Administration, Bro Taf Health Authority, Iechyd Morgannwg Health, Rhondda Cynon Taff and Bridgend Social Services Departments and NCH - Action for Children Cymru. It is intended that a draft model for assessing need will be available by the end of November 1996. Following a period when the model will be piloted, an action plan for full implementation of the model will be made to the respective Area Child Protection Committees in March 1997.
- 6.5 I will keep Members informed of progress on this area of activity.

DECISION REQUIRED

Whether to note this report.

7 REPORT OF THE SERVICE DEVELOPMENT SUB-COMMITTEE OF THE AREA CHILD PROTECTION COMMITTEE (ACPC)

- 7.1 The Social Services Committee on 21 February 1996 agreed to the establishment of an Area Child Protection Committee (ACPC) in Rhondda Cynon Taff, and authorised the Director of Social Services to invite appropriate agencies to nominate senior members of staff and senior representatives to serve on the ACPC. This was achieved with the full co-operation of other key agencies. The Committee first met on 15 March 1996 and thereafter on a quarterly basis.
- 7.2 The first task of the ACPC was to agree its Terms of Reference and this resulted in its establishing 4 sub-committees to which most of the tasks of the ACPC are referred for consideration and action. These sub-committees have clearly defined membership, aims and objectives, clearly delineated tasks and explicit lines of communication and accountability to the ACPC. The four sub-committees cover Training, Operations, Part 8 Case Reviews and Service Development.

7.3 This report outlines the current work of the Service Development Sub-Committee whose aims are:

- to collate and interpret information about demand for services;
- to contribute to the process of inter-agency planning for children's services, especially those targeted to deal with specific child protection work in respect of prevention, investigation, assessment and treatment.

In view of these aims, when the need arose to establish a sub-committee of the Children's Services Planning Group which would focus on family support and neighbourhood development, it was agreed that this sub-committee would also serve this function.

7.4 In terms of child protection policy and practice, two initiatives have had a profound influence. Firstly, the Children Act 1989 provides a firm foundation and a framework in which children's services are designed, organised and delivered. An important element of the Act was the introduction of the Part 111 continuum of services provided by agencies to meet the needs of vulnerable children and the acknowledgement that family support services should be an integral part of the Part 111 continuum, so that prevention is not perceived as a separate activity.

7.5 The second was the publication of the Dartington Social Research Unit's study *Child Protection: Messages From Research* (1995), which summarises the principal messages of twenty Department of Health funded studies in child protection and abuse. The main findings of the research were, that although existing processes of child protection were generally very effective, there was an imbalance in the child welfare system and that there should be a shift in emphasis towards a primary focus on assessment of need, within which there may be issues of protection to be addressed.

7.6 This conclusion was drawn from findings indicating that there has been an over-emphasis in past child protection work on investigation: investigating whether a child has been maltreated without equal concern for subsequent support of the child. More importance is now given to making an enquiry to ascertain whether a child in need can benefit from a Part 111 service, with an investigation only being carried out if there is sufficient suspicion to suggest that the child is likely to be in danger of significant harm. The research also confirmed that family support was the primary method of child protection.

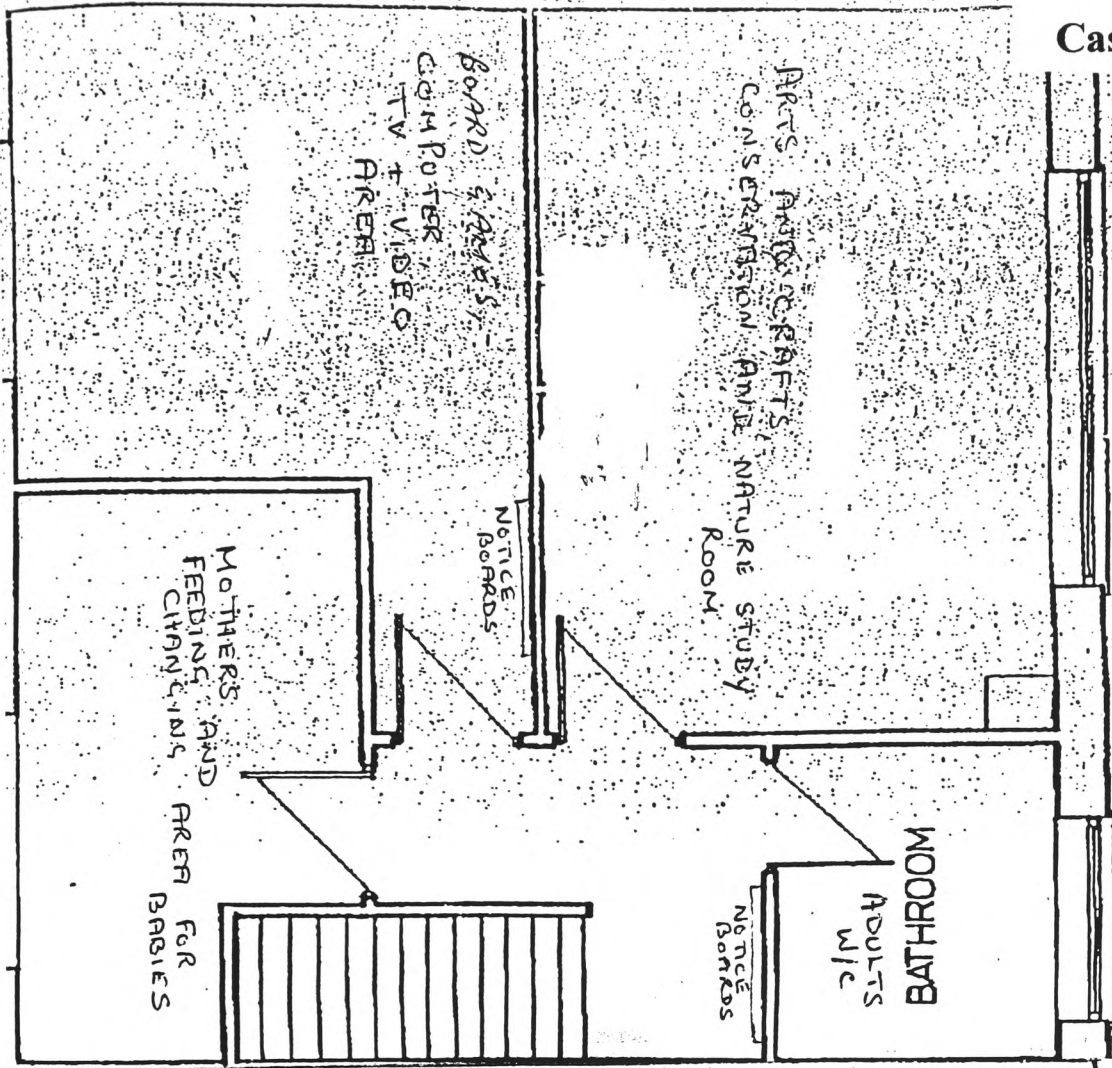
7.7 As outlined in the report to the Children and Families Sub-Committee on 2 October 1996, a neighbourhood development approach to providing

key aspects of family support is seen as an important element of the Children's Services Plan. One such example is the development of the Children's Resource Centre which is based in and involves a partnership between the Social Services Department, Barnardos (who manage the project), the Housing Department (who provide the accommodation) and a voluntary charity established by local parents. The initiative is coming to the end of the first phase and is currently being evaluated. I would seek Members authorisation to enter into discussions with relevant parties regarding Phase 2 of the initiative. I would wish to report further on this, and to provide a detailed evaluation of this project to-date.

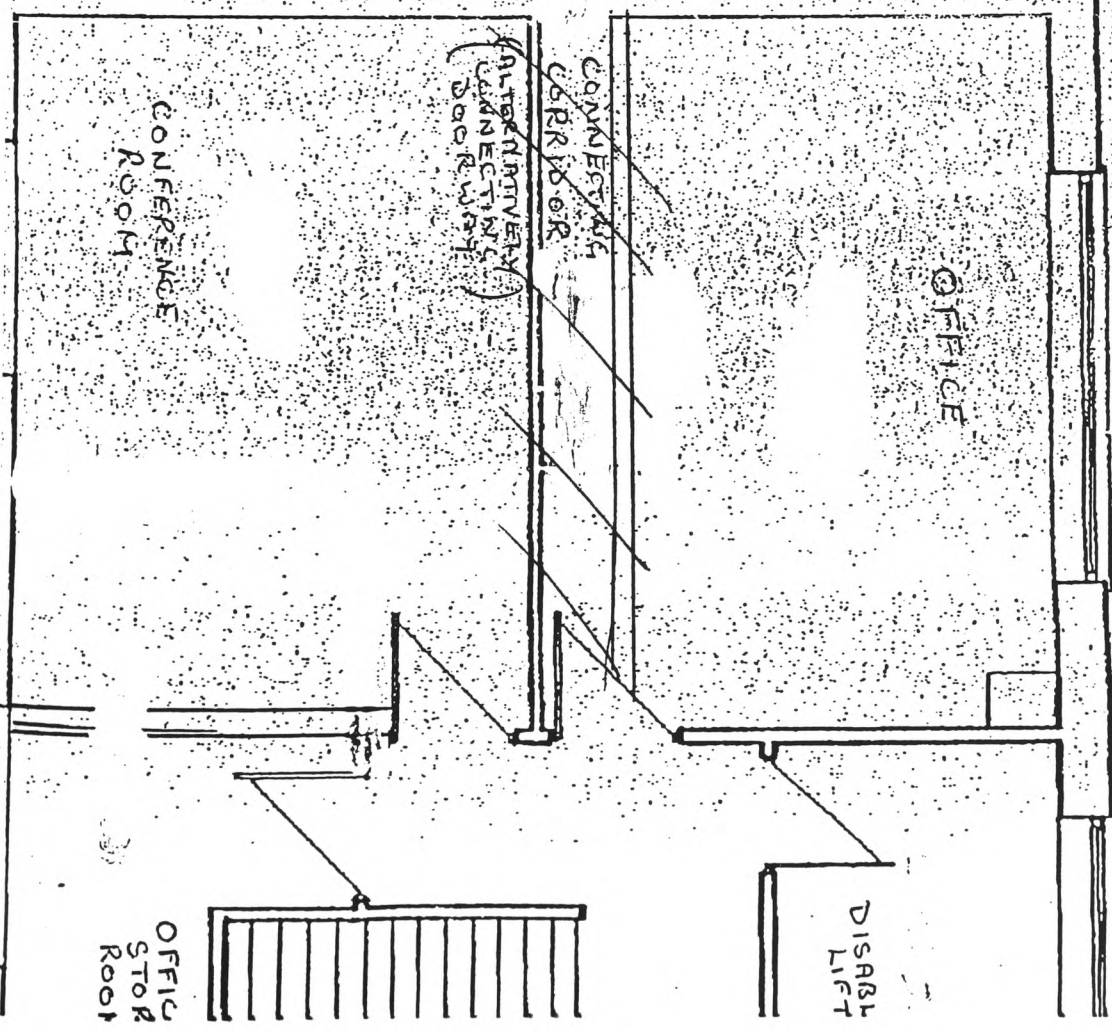
DECISIONS REQUIRED

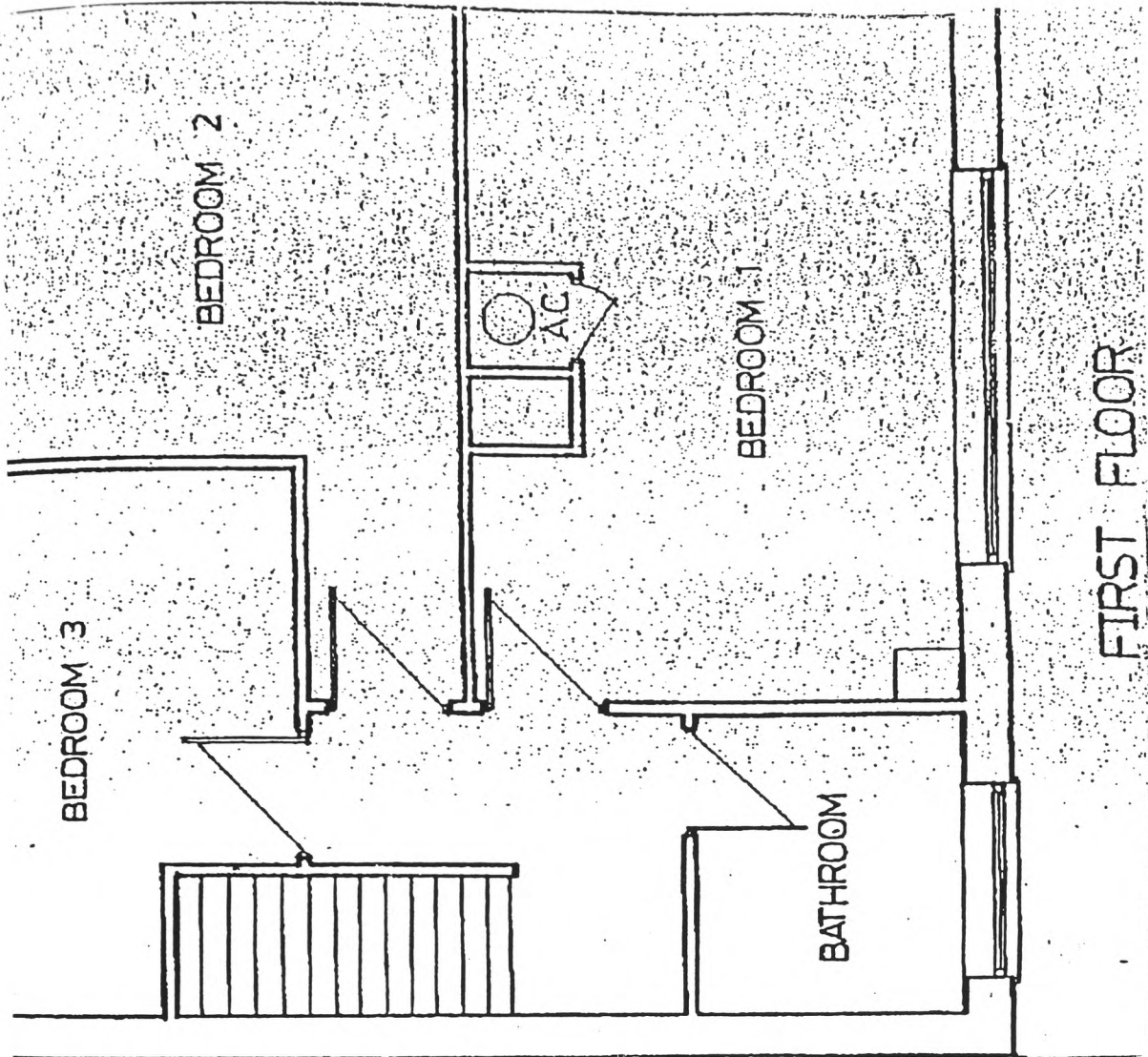
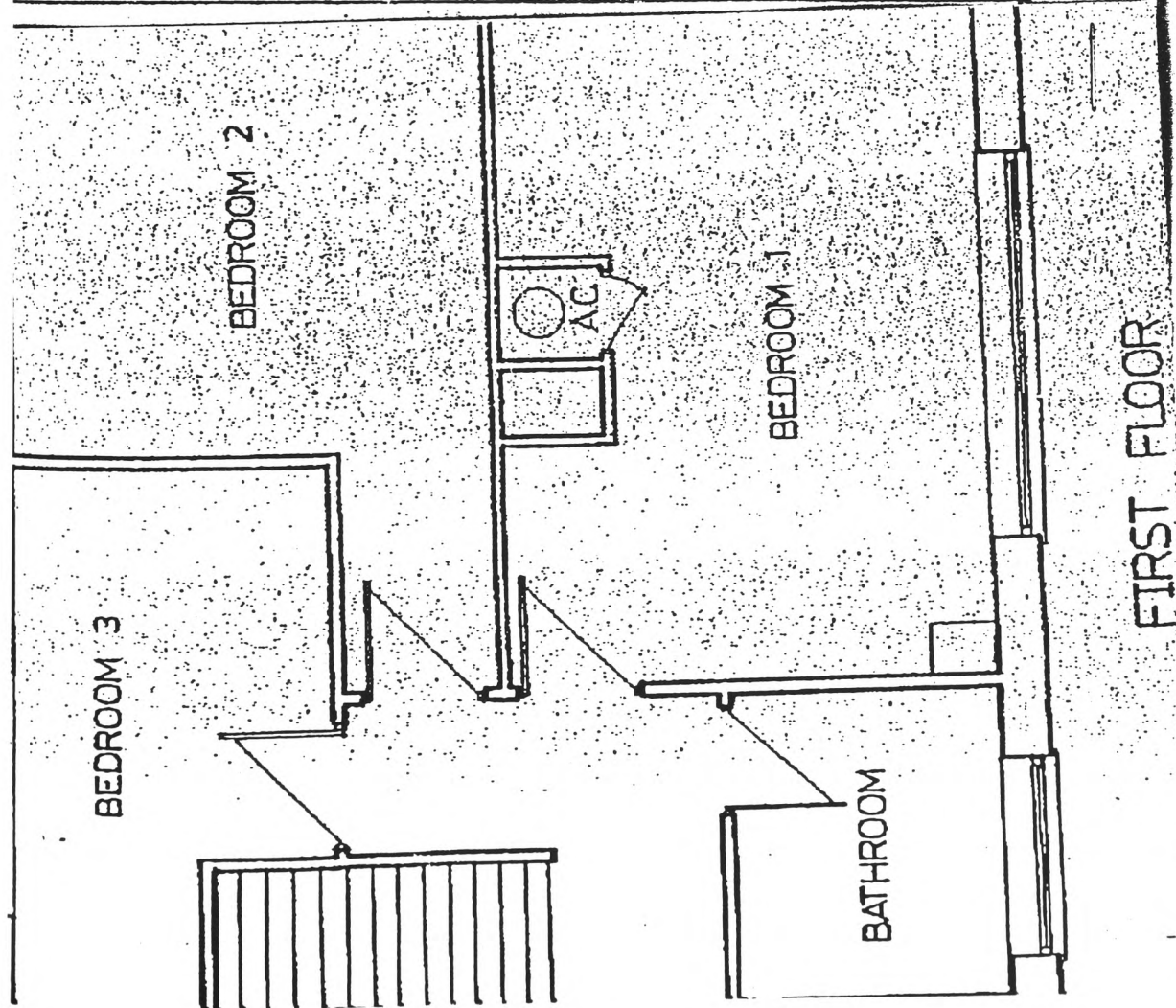
1. To note the information in this report.
2. Whether to authorise me to enter into negotiations with relevant parties for Phase 2 of the Springhill Project, the outcome to be reported to Members.

FIRST FLOOR

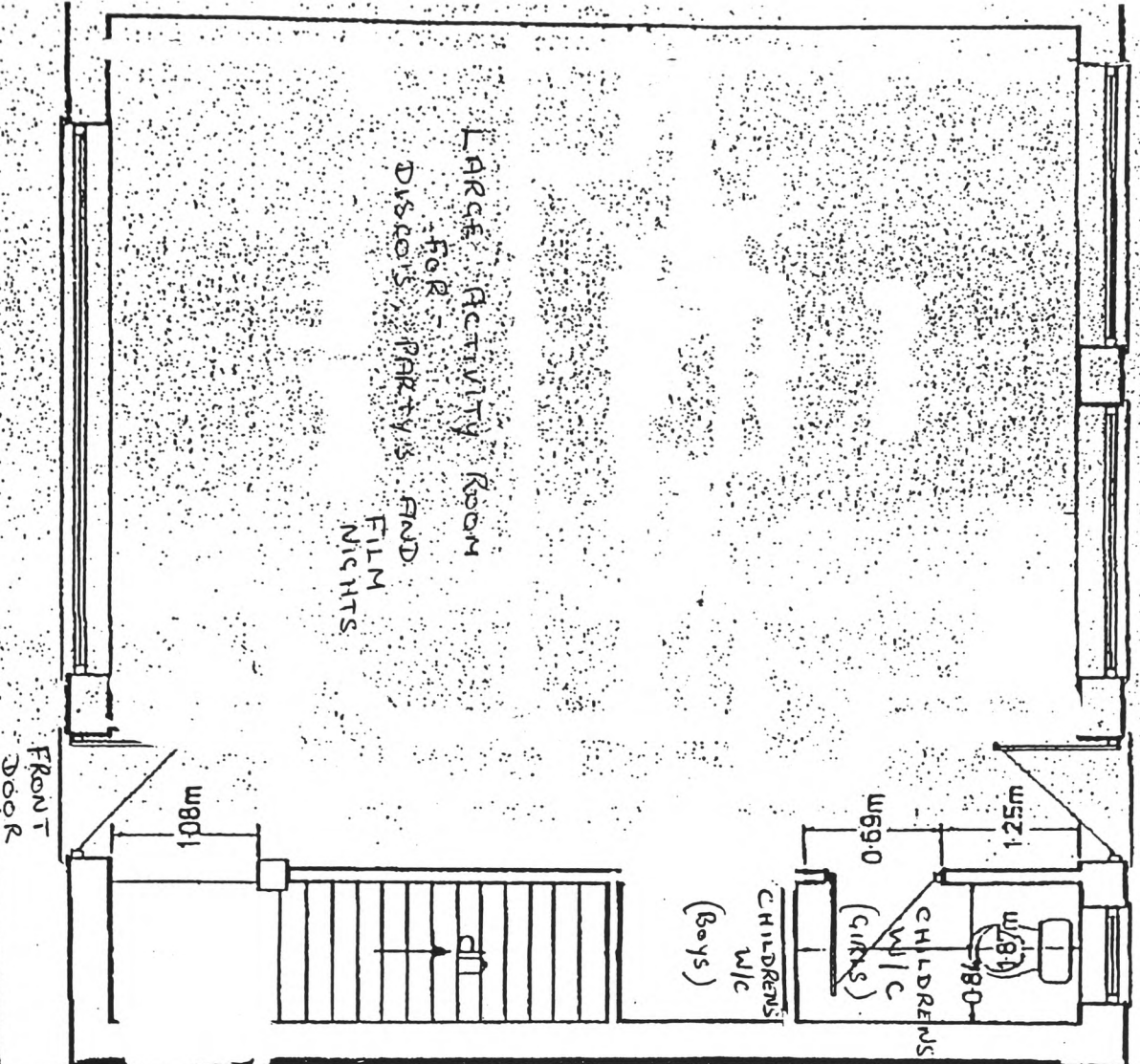


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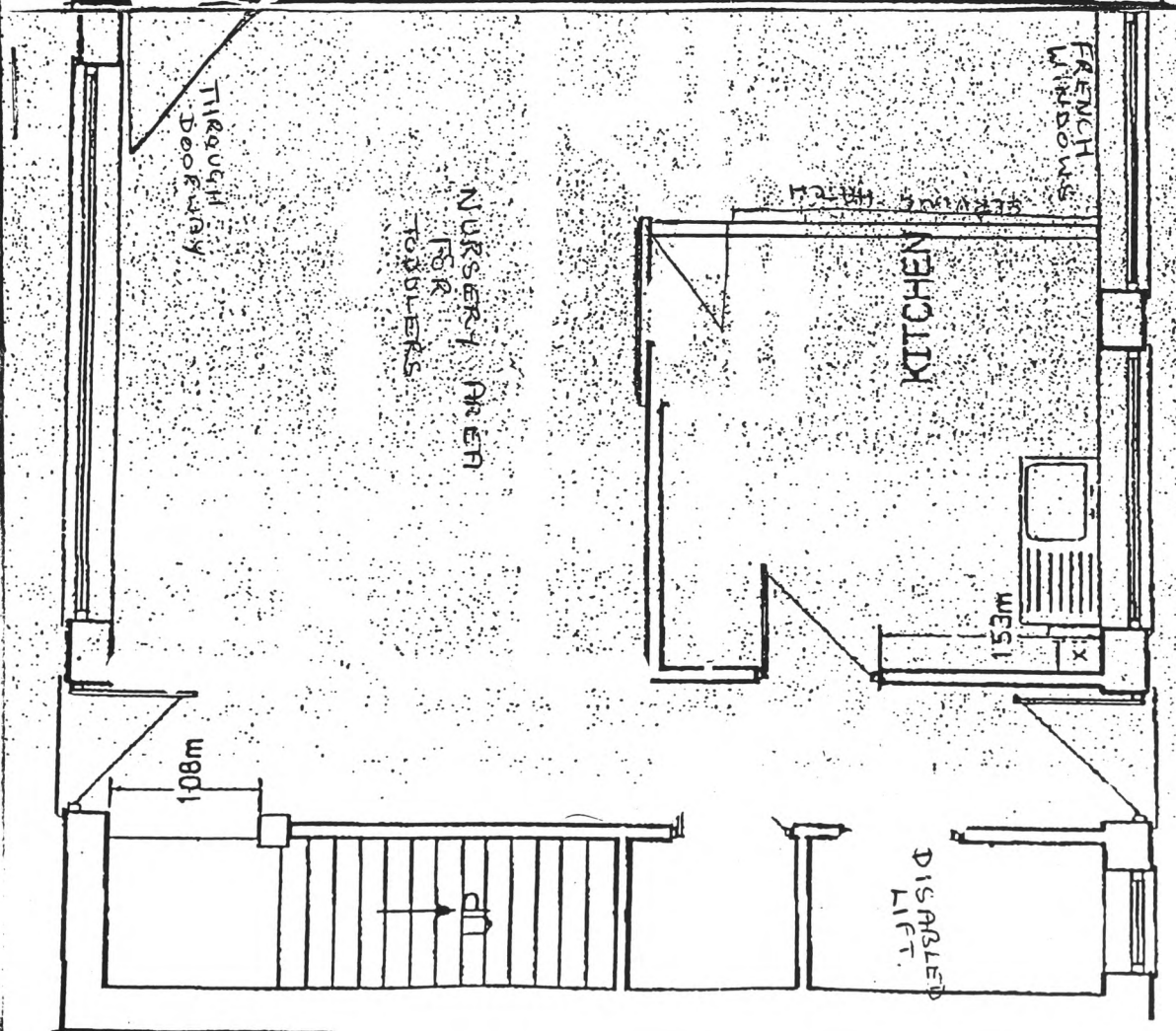


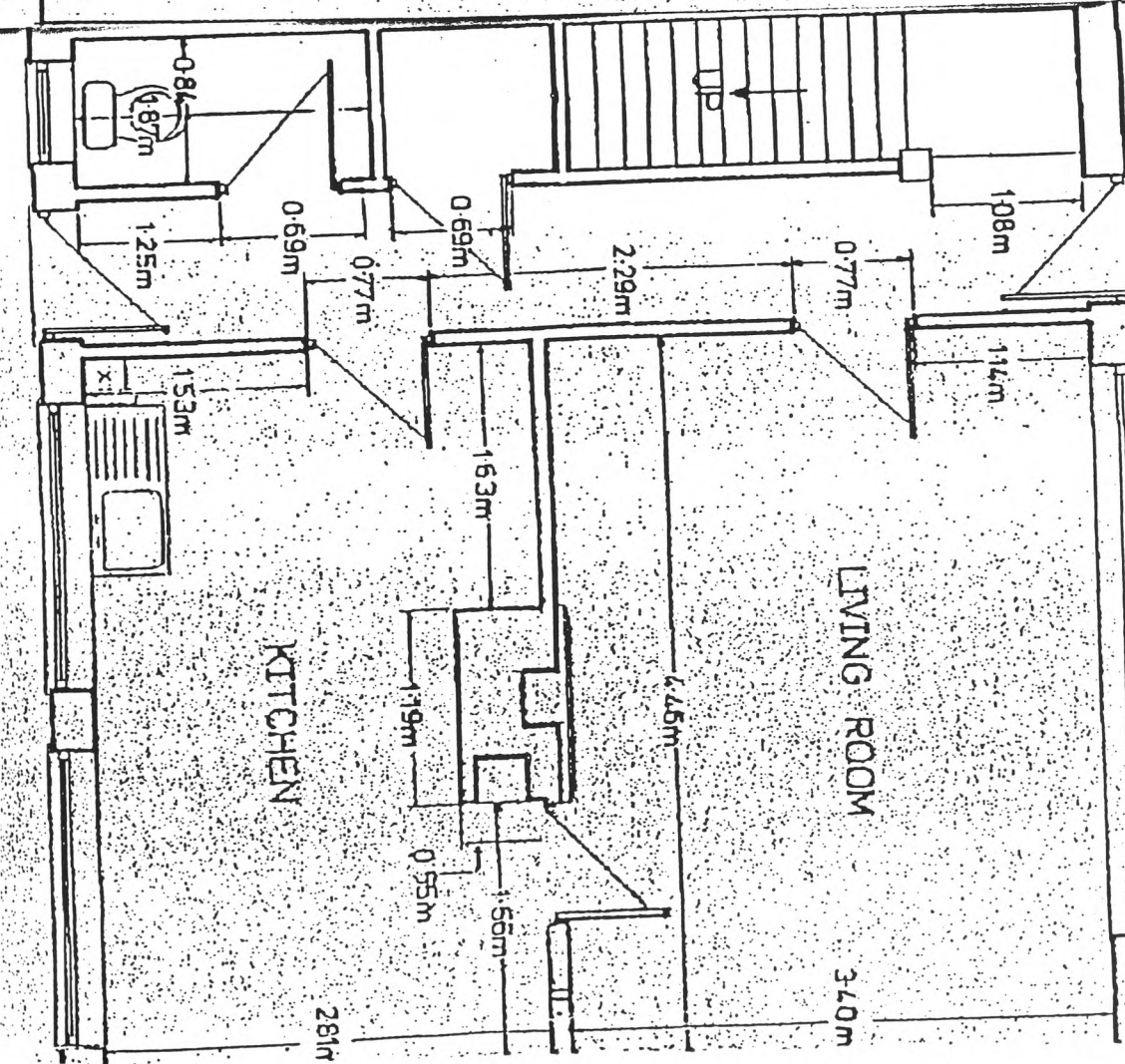
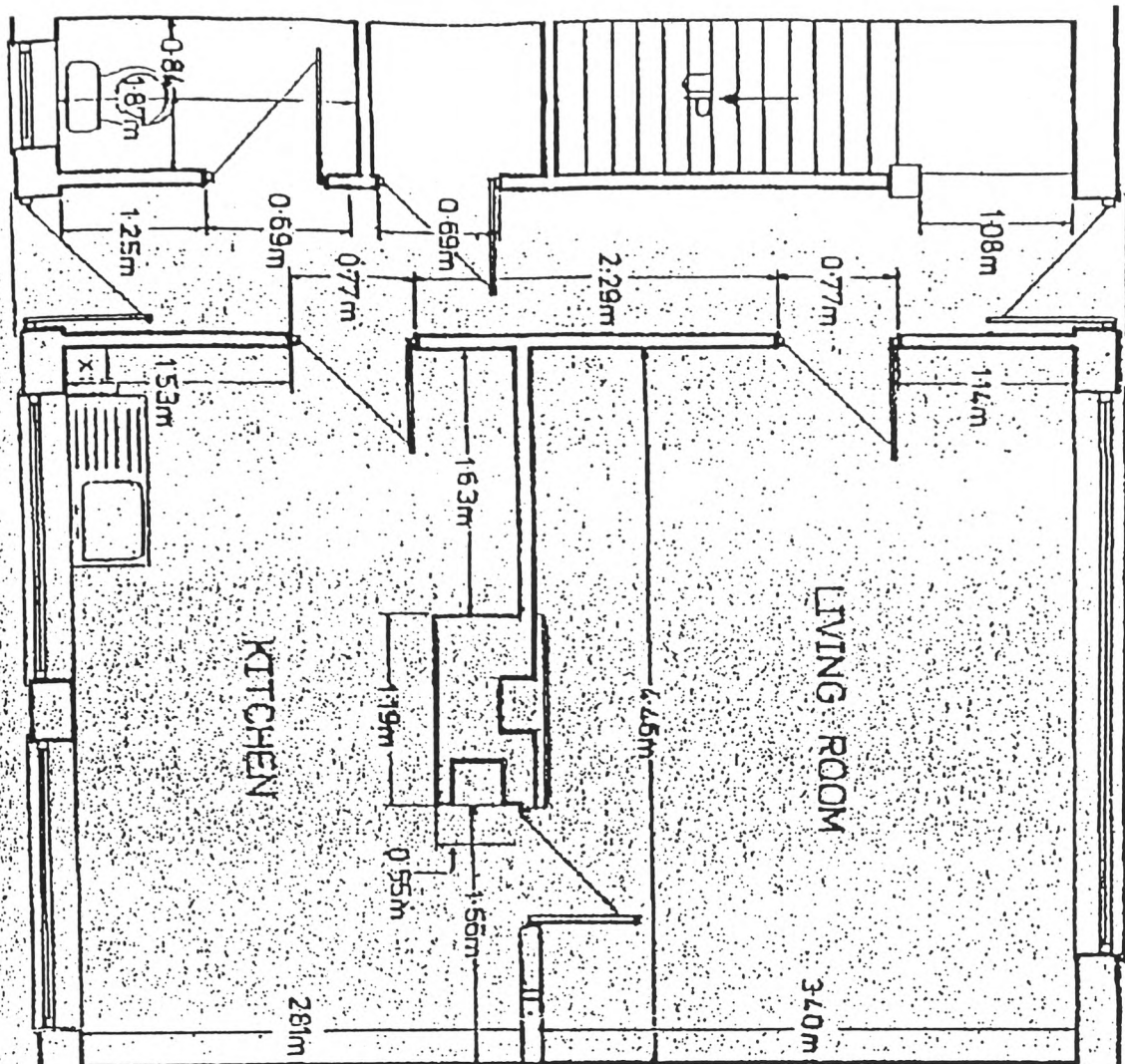


GROUND FLOOR



GROUND FLOOR





OF
OFFICIAL OPENING
CHILDREN'S RESOURCE CENTRE
Date APRIL 1997

Present:

Kim Howells MP

Councillor and Mrs Russel Roberts Leader Rhondda Cynon Taff CBC



AGENCY AGREEMENT

Between

**Rhondda Cynon Taff County Borough
Council
Social Services Department
Head Office The Pavilions
Cambrian Park
Clydach Vale
Tonypandy
CF40 2XX**

And

**Name of Provider Organisation\
Department and Address
Barnardo Services Limited
Tanners Lane
Barkingside
Ilford
Essex
IG6 1QG**

Length of Agreement

1st June 1996 to 31st March 1997

A. Agency Agreement Specification

Name of Scheme:

Activity Centre (Part of Barnardo's Open Door Project)

Location of Scheme:

Brief Outline:

A 12 month pilot scheme working with local residents, statutory agencies and voluntary groups on the Estates to identify and assist in the development of services to improve the situation of children, and young people and families on the estates. A strong feature of the work will be the facilitation of self help groups and neighbourhood initiatives.

Barnardo's Services have appointed its parent Company, Barnardo's, to discharge its obligations under this agreement

Address:

Rhondda Cynon Taff County Borough
Council
Social Services Department
The Pavilions, Cambrian Park
Clydach Vale, Tonypandy
CF40 2XX

Name of Person Responsible:

Cheryl Jones - Assistant Director
Day to Day Responsibility

Principal Office, Social Services
Department, Pontypridd

Tel No: 01443 486731

**Provider Agency\Department Contact
Address:**

Barnardos
Childcare Office
11 - 15 Columbus Walk
Brigantine Place
Atlantic Wharf
Cardiff

Name of Responsible Person:

ADD (CC)
Wales and SW England Division

Tel No: 01222 493387

Client Group\Target Group

- All young children and parents resident on the estates
- Young people 15+ and resident on the estate (CH.Act S.20(3).S.17)
- Vulnerable young families requiring support
- Local residents wishing to develop a self help focus

What are the specific objectives of the Scheme?

1. On the basis of ongoing research involving local residents to identify areas for service development on the estates.
2. To develop with local residents appropriate services and submit bids for funding.
3. To work with a local residents group to develop a local corporate body, fully registered and able to fund itself.
4. To work with relevant agencies to secure service development (social and environmental) in conjunction with residents
5. To establish aims and objectives with the local group and a strategy to secure the development of a neighbourhood project.
6. Develop monitoring and information systems to assist the continuity of the scheme.
7. To manage the neighbourhood facility.
8. To provide services in a cost effective way.
9. Ensure a quality of access.
10. Maximise people participation and choices in the development of the scheme.

What are the expected outcomes for Users?

1. Development of resources on the Hillside and Springfield Estates which improve the situation of the children, young people and their families.
2. Development of services in conjunction with local residents and their wishes.
3. Empowerment of local people in developing and resourcing activities as defined by them.
4. Access to up to date relevant and accurate information about services available.
5. Achievement of personal and community goals as identified by planning group (residents).

How will the Service be provided? (Methods, Practises, etc)

1. A project worker (Community Development) will be based on the estates (accommodated in houses owned by Rhondda Cynon Taff County Borough Council and converted by the former Mid Glamorgan Social Services Department).
2. The project worker will be employed by Barnardos and line managed by the project leader of Open Door Project.
3. The project worker will have a "networking" and "co-ordinating" role between local groups, agencies, individuals and developments of the neighbourhood centre.
4. Direct work with children, families and young people will be undertaken in negotiation with relevant agencies and line management, subject to funding and referral criteria.
5. The main focus of the project will be developmental in respect of services and systems to ensure continuity of the project.
6. Access to any of the projects services will be by way of agreed and written procedures negotiated with local residents and managed by Barnardos
7. Development worker (12 months) to facilitate the development of direct work with children and families and young people.
8. Sessional worker (play activities) will be supporting programme activities identified by Development worker

When\where will the Service be provided?

1. The central base will be in Open Door Project, 21 Morgan Street, Pontypridd.
2. All staff will be based at the project accommodation in
3. The duration of the project (pilot) will be 1 year i.e. 1st June 1996 to 31st May 1997

Who will the Service be provided to?

1. Children, families and young people of
2. Local residents wishing to develop self help\services for the estate.
3. Agencies with relevant interest\input on the estates

Who will provide the Service? (e.g. staffing, paid, voluntary, others supervisory arrangements)

1. The pilot project will be managed by Barnardos line management structure.
2. Day to day supervision will be by Project Leader, Open Door Project accountable to an Assistant Divisional Director.
3. Development worker (12 months) to facilitate the progression of direct work with children and families and young people i.e. 1st June 1996 to 31st March 1997.
4. Sessional workers will be supporting the programme of activities.
5. Administration support will be provided at the estate base 18.5 hours per week.
6. SSD will provide funding to develop family support initiative and activities.
7. Estate based functions will be carried out by a full time project worker (Community Development) based on the estates.
8. Childminding support will be offered on a sessional basis, to be negotiated .
9. Volunteer programmes will be implemented via Barnardos.
10. Access to Barnardos Divisional and National Resources will provide guidance and information e.g. Policy and Development Unit; Research Section; Property Services

Note: The achievement of this staffing complement is subject to the availability of adequate levels of financing.

What will the Service Cost?

(What is the purpose of funding etc.?)

The Service will cost 52,670 for the year 1996\97

Rhondda Cynon Taff Social Services
Department:

Provider Agency

Core funding of £34,670 (consisting of £18,000 has already been paid out in advance)
consisting of:

Core funding of £18,000 1996\97
Management of project

50% staff costs for 1 year

Negotiated central support, Personnel, Properties, R&D, PDU Grants/Finances through trusts etc.

Development Worker

Sessional Worker (Playtime activities)

Staff base negotiated via Barnardos Rhondda Cynon Taff\former Taff Ely Borough Council

½ admin. Assistant - volunteers

Access to relevant and available systems and information

Training

Access to relevant budgets

How will Service users be reviewed and how often?

1. The Project will take responsibility for formulating a strategy for neighbourhood development on the estates in conjunction with local residents\agencies.
2. The strategy will be reviewed regularly with relevant agencies and local groups\residents.
3. The service will be reviewed formally quarterly and as often as funding submissions require, and the project will produce written reports for the two agencies and planning group.
4. User input and feedback will be incorporated into proposed structure and future of the project.

How will Service users be consulted about Service?

- (i) Service users will be consulted via a planning group comprising local residents and interest groups. The pilot will be assessed on the degree to which services developed comply with the needs and wishes of local residents. The planning group will have the lead role in establishing and articulating local needs including the development of existing self help initiatives.
 - (ii) An independent review will be held by the two agencies concerned, and the independent assessors to establish the degree to which the pilot has achieved the above. Confirmation of project is subject to outcome of this review and subject to availability of funding from each Agency.
- Local groups to liaise with Barnardos to formulate strategy
 - Strategy to be monitored by Barnardo line management
 - Regular meetings with Centre\Service users to monitor developments
 - Independent review prior to decision for future project development.

What are the expected Performance Indicators? (What will indicate success for each objective?)

- Project plan to be drawn up with targets established in liaison with local group at end of first quarter of pilot project
- Local group assisted towards full legal status and able to fund itself.
- Centre up and running with services in place as negotiated with resident\users and capable of sustaining services beyond pilot (May 1997).

How will these be measured? (How often, by whom, etc.)

- Successful development of local groups and activities
(i) submission of bids; (ii) success in attracting funding
review at monthly Barnardo\service users meeting
- Quarterly meetings between SSD and Barnardos to review progress
- A formal review Agency Agreement at end of pilot project

Independent assessment at end of year

This was deleted

| Rhondda Cynon Taff Social Services Department | Provider Agency |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Will provide funding of £34,670 for 96\97 revenue. These amounts are exclusive of VAT which will be payable at the rate applicable at the date of invoice. .1 £18,000 - has already been paid in advance in 1995/96 .2 £16,670 - paid in advance by quarterly instalments. • Rhondda Cynon Taff will provide capital to rehabilitation building provided by Housing Department. • Will be responsible for normal maintenance and services of building eg heating and general repairs. However, excessive costs arising from neglect or vandalism may not be covered. • Will refer individual young people, children and families to the centre (on specified criteria). • Will negotiate with the Provider Agency and local groups to develop self help initiatives. • Will provide access to relevant child care planning information. • Will involve the project in planning and review process for users referred to Rhondda Cynon Taff Social Services. • Will attend planning meetings and participate in joint assessment. • Will retain statutory case accountability for users referred. • Will involve project staff in relevant training events. • Assist in identifying needs and gaps in current provision. • Will work with the Provider Agency to ensure equality of access. • In relation to the balance of funds available in 1996\97 (i.e. £16,670) payments will be made quarterly in advance after the first quarter and each subsequent payment will be adjusted on the basis of actual expenditure in the preceding quarter. | <ul style="list-style-type: none"> • Will match fund SSD revenue funding of £18,000. • To provide the provider's annual audited accounts which are co-terminous with the Authority's financial year or fall within that financial year. • Details on capital assets purchased through grant aid need to be presented to the Social Services Department as part of the organisations audited annual accounts. • If the organisation intends to dispose of capital assets obtained via grant aid, the organisation must inform the Department before the transaction is completed. In the first instance monies released through such an agreed transaction will need to return to this Department. • To fulfil any financial property and legal responsibilities under this agreement. • Report on expenditure on a quarterly basis to the Rhondda Cynon Taff Social Services Department. • Will undertake work on the estate as negotiated including developments, centre management; and individual referrals. • Will work to implement plans with SSD and local group and meet objectives. • Will review and update on progress via quarterly and annual reports. • Will provide planning and review framework and will work on joint assessment. • Will employ staff and manage the project in accordance with the policies and procedures of Barnardos. • Will attend relevant training events and management meetings. • Will work with MGSSD to ensure equality of access with "Race Equality" as a priority • Ensure that staff meet and liaise with representatives of local groups and residents of the estates • Employ staff in accordance with Barnardo criteria and terms and conditions |

| | |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Complaints: | The Service Provider will set out clear procedures for dealing with clients complaints. These procedures must include a written record of all client complaints and any action taken. This record to be available for inspection by Rhondda Cynon Taff Social Services Department. |
| Quality Assurance Programme: | The Provider Agency will have in operation by <u>at a date to be agreed</u> , a Quality Assurance consistent with the service specifications identified by the Rhondda Cynon Taff Social Services Department (See Appendix 1) |
| Health & Safety: | The Provider Agency will be required to issue a detailed Health and Safety Statement consistent with Standard determined by Rhondda Cynon Taff County Borough Council. |
| Insurance: | The Provider Agency will be required to arrange proper insurance cover consistent with range of services provided. |
| Equal Opportunities: | The Provider Agency will be encouraged to comply with the Rhondda Cynon Taff County Borough Council's policy regarding equal opportunities. |
| Negotiation of Agreement Conditions: | Both parties have the right to re-negotiate the terms of agreement in the event of changes in service demand or organisational policies. A period of 3 months notice will be given in the event of a re-negotiation of the contract. |
| Termination of Agreement: | Agreements may be terminated if there is a failure of either party to fulfil the stated aims, following a period of 3 months notice. |
| Police Checks: | It is expected that Provider Agency will carry out Police Checks on all staff who are working on the project, including employees, volunteers and sessional staff if they have substantial access to children |
| Child Protection: | The Provider Agency will be expected to comply with Area Child Protection Procedures and to exchange relevant policies/procedures with Rhondda Cynon Taff Social Services Department. |

Date:

On Behalf of the
County Borough Council

On Behalf of the
Provider Agency:

Designation:

Designation:

Signed: _____

Signed: _____

Review by:

On:

Review by:

On:

Review by:

On:

Review by:

On:

Your correspondent is

BARNARDO'S REPORT

At a recent meeting of the Barnardo's Project, the centre's head, gave a full report of the work that has been done.

A new initiative was a Saturday morning Homework/Study Club to allow children an opportunity to work in a quiet area. They could have access to computers and equipment to help them with their studies and projects. Concern was expressed that the local Area Housing Officer was not represented. The Youth provision was to be extended for another night and it was hoped that interested volunteers would come forward to offer their services. Training in Leadership, Sports and Play was available for suitable people with no charge. The University of Glamorgan would be asked if they had any students who could undertake research into the effectiveness of this new project. It seemed from the report that there is some excellent work being done and everyone concerned should be proud of their success. I was one of those people who doubted their ability to succeed. They quite rightly reminded me of my pessimistic comments when they started their campaign. We all hope that local people will continue to support and her staff because of the benefits to the community. Services currently on offer are:

Social Services Surgery, Independent Benefits Advisor, Credit Union (User Group), Computer studies (Penygraig Project), Parenting programme, Volunteer training, After-school programmes, Youth night, Parent and toddler, Youth Justice (SSD), Meetings (User Groups), Playing training.

Youth activities on offer are: Arts and crafts, Painting and drawing, Quizzes, Competition/tournaments, Darts, Table tennis, Games, Computer games, Environmental/Conservation club, Issue based sessions (youth night).

Volunteer training has been given on issues including:

The role of the volunteer (Barnardo's), Role and responsibility (Barnardo's), Equal opportunities/racial awareness (Barnardo's), Child Protection (SSD), Health and Safety (Barnardo's), Children with special needs and services available (SNAP), Children's Act registration (SSD), HIV and AIDS awareness (TEDS), Confidentiality (Barnardo's).

VOLUNTEERS NEEDED

Once again, are desperately looking for voluntary staff to help them in their work with young people. Anyone with a few hours spare can contact phone 674152, most evenings. He is also issuing an invite to people who could help with the coaching or managing of one of the 12 football teams organised by the club, aged from Under-seven to Under-18. It is sad but unless people come forward to help, the club will have to start turning children away. When this happens we will then discuss the problems of children having nothing to do with the inevitable boredom it causes.

ACTIVITY CENTRE

REVIEW JULY 96 - MARCH 97

CONTENTS

1. Introduction
2. Proving Need
3. Community Benefit
4. Statutory and Voluntary Agency Input
5. Springhills Activity Centre - the future

1. Introduction

1.1 The Review

This review is undertaken to establish the track record of Activity Centre in the pilot stage from April 1996 - March 1997. However, it must be pointed out that, though lengthy negotiations preceded between Rhondda Cynon Taff Housing and Social Services Departments and Barnardos, the centre did not open on an operational basis until June/July 1996. The review will establish that:

- (i) the pilot period proves there is a need for the Centre in
- (ii) the community benefits from this service
- (iii) statutory and voluntary agencies' input is appropriate
- (iv) the Centre has considerable potential for further development

1.2 Activity Centre

The Centre comprises two adjacent council houses, given rent free by Rhondda Cynon Taff Housing Department, which have been modified and refurbished by Rhondda Cynon Taff Social Services Department. The Centre is managed by Barnardos with joint funding from Social Services Department (18,000 each for the duration of the pilot process). In addition to this, Centre staff work alongside a local voluntary group, to assist them in their aim of developing towards a self help/self sufficiency basis whereby they will develop the skills necessary to undertake the management of the Centre after an agreed period and subject to satisfactory progress.

2. Proving the Need

2.1 Overview

Activity Centre is located in a central position on the states. In addition to these estates the catchment area also includes estate and other areas of There are approximately 540 dwellings comprising mainly family dwellings and an acute shortage of facilities for young people, children and young families. Traditionally the area has been identified as having a high referral rate to Rhondda Cynon Taff Social Services Department and of late there has been much negative publicity due to drugs related deaths amongst young people. This publicity has invoked a mixture of low morale and anger amongst local residents, who have welcomed the development and the input from other statutory and voluntary groups. The pilot stage has involved a two-pronged approach:

- (i) developing and opening the Centre and setting up activities
- (ii) working alongside and other interested residents to develop self awareness and self help initiatives

To take this process forward, Barnardos, in negotiation with Social Services, have taken on the management and employment of staff. To date this comprises:

- | | |
|---------------------------------|--------------|
| 1. Community Development Worker | (full time) |
| 2. Playleader | (full time) |
| 3. Playworker | (18.5 hours) |
| 4. Admin Assistant | (18.5 hours) |

All staff are on temporary contracts for the duration of the pilot scheme and are line managed by Barnardos.

2.2 Developing and Opening the Centre

(i) Services developed to date include:

1. Social Services surgery; 2. Independent benefits advice; 3. Credit Union; 4. Computer studies; 5. Parenting programme; 6. Volunteer training; 7. After school programmes; 8. Youth night; 9. Parent and toddler group; 10. Youth Justice group; 11. User group (meetings); 12. Playtraining sessions

(ii) Youth activities on offer are:

1. Arts and Crafts; 2. Quizzes; 3. Competitions; 4. Darts; 5. Table Tennis; 6. Games; 7. Computer games; 8. Environmental/ Conservation Club; 9. Issue based sessions (youth night)

Also several trips have been organised to other youth groups, Techniquet and ice skating.

(iii) Volunteer training has been delivered on:

1. The role of the volunteer; 2. Role and responsibility; 3. Equal opportunities and racial awareness; 4. Child Protection; 5. Health and Safety; 6. Children with special needs; 7. Childrens Act registration; 8. HIV and AIDS awareness; 9. Confidentiality; 10. Food and Hygiene awareness

All of the above have been enthusiastically received and all have regular attendance.

On childrens' and young peoples' activities (2 sessions per night x 3 nights weekly), almost all are over subscribed with 50 plus attending in any evening.

A recent snapshot questionnaire (app.1) has shown that the Centre is well received and appreciated in the area. (A fact profoundly emphasised by the lack of vandalism to date). A total of 30 questionnaires were issued of which 18 came back on time. Under various headings, recipients were asked to rate the Centre, activities and staff on a scale from excellent to very bad. The results are:

| | | | | | |
|----------------------|-----|-----------|----------------------|-----|-----------|
| 1. <u>Centre</u> | 89% | very good | 2. <u>Activities</u> | 61% | very good |
| | 11% | good | | 39% | good |
| 3. <u>Facilities</u> | 61% | excellent | 4. <u>Staff</u> | 72% | excellent |
| | 33% | very good | | 22% | very good |
| | 6% | good | | 6% | good |
| 5. <u>Volunteers</u> | 56% | excellent | 6. <u>Centre in</u> | 28% | excellent |
| | 33% | very good | <u>Neighbourhood</u> | 33% | very good |
| | 11% | good | | 17% | good |
| | | | | 6% | poor |
| | | | | 11% | bad |
| | | | | 5% | undecided |
| 7. <u>Agency</u> | 50% | excellent | | | |
| <u>Arrangements</u> | 33% | very good | | | |
| | 17% | good | | | |

Overall the returns show: 38.1% excellent
44.4% very good
15.1% good
1.5% poor (1 spoiled)

The questionnaire constructed was very basic and designed only to present a snapshot as stated. Respondents were chosen randomly depending on availability with the exception of three staff.

The group comprised:

10 children aged 5 - 12 years
3 children aged 12 - 16 years
2 volunteers at the Centre
3 Barnardos staff

Whilst such a small sample cannot be representative, and differences between categories need much more elaboration, it can be seen that the responses generally are very positive. What the questionnaire does show is a tendency for the youngest element to be the best satisfied. There is also a need to include further input for:

1. young people aged 12 plus; 2. young people aged 16 plus; 3. a wider cross section of residents from the estates.

However, considering that the pilot has been running for only 8 months on minimal funding, these results can only be interpreted as encouraging and full credit must be given to agencies, staff, volunteers and residents for their efforts.

2.3 Work with local group/

This area of work has not been free of problems. However, placed in context of emerging community groups and the conflicts involved, has developed remarkably well in spite of some disappointed expectations and conflicts. To date, charitable registration has been applied for and they can seek funding in their own right. All of the group are volunteers and all deserve praise for their perseverance and tenacity. Equally, staff and agency representatives (MGAVO, Housing Department, Social Services Department and Barnardos) have coped very well with the many conflicts that arise between groups and expectations on such schemes (Coulshed, Bachrach and Baratz).

Whilst often frustrating and sometimes painful, conflict has been resolved and groups continue to work and develop together.

3. Community Benefit

That the community benefits from this enterprise cannot be doubted. The programme of activities, training and events to date are evidence of this, given that little or nothing positive presented before. Likewise, the questionnaire results illustrate this as does the many items of positive feedback received on visits to the Centre. In addition to this the interagency support group, which meets quarterly, has only positive feedback, for example:

1. Local schools comment about the pride children show in the work they produce at the Centre.
2. Social Services comment that, even after only 8 months of a pilot scheme, referrals to their department have more than halved - for example only 4 referrals in 5 months compared to 14 in the previous year. (Support group minutes CP - 13.2.97).
3. View from Health agencies are also very positive with particular reference to parenting groups.

Disappointment has been expressed at the lack of representation from Rhondda Cynon Taff Housing Department. It is hoped that work will be done to alleviate this in the next three months.

Whilst the Centre itself is flourishing and has much good will from the immediate environs, there is a need to widen the community development aspects of the scheme. This will need to include questions of:

1. Resources - funding
2. Staffing - role, structure, management (including provision for outreach and development work)

3. Agency roles and expectations: clarity is needed vis a vis the potential for differing perspectives, expectations and service delivery.
4. Activities/programmes to meet wider community needs and broaden the remit of community development external to the Centre

In the proposed extension and future of the scheme, Barnardos, Social Services, Housing and local groups will need to clearly define parameters and responsibilities.

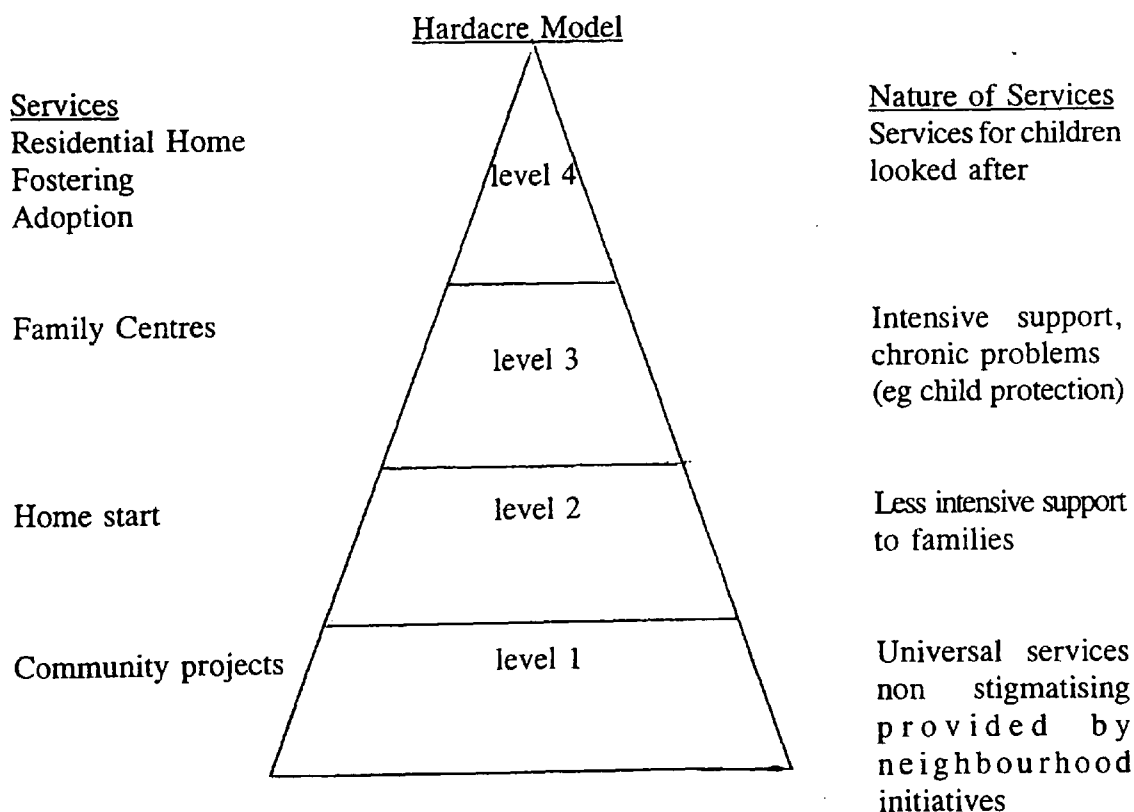
4. Statutory and Voluntary Agency Input

4.1 The principal agencies involved are:

1. Rhondda Cynon Taff Social Services Department; 2. Rhondda Cynon Taff Housing Department; 3. Barnardos. The Social Services Department and Barnardos have to date provided funding for the pilot scheme.

4.2 Rhondda Cynon Taff Social Services Department

This development is viewed as being a clearly aligned and important part of Rhondda Cynon Taff Social Services Childrens Plan. In this view it is anticipated that such provision aims to be instrumental in delivering services at levels one and two as outlined by the Hardacre Model (see diagram).



Using this model, it can already be established that Activity Centre has made progress in this respect. Levels one and two are already well established at the Centre, both through programmes initiated with children, young people and adults on the estates and through the volunteer training programme (level one). This has the advantage also of empowering people to take some control over their circumstances and consequently introduces preventative measures. As stated, this is already reflected in the reduction of referrals to Social Services.

With regard to level two services, these can also entail preventative measures particularly as they are available through surgery provision in a user friendly environment where local people feel they have support and have some confidence in their own ability to consult and seek help without stigma.

4.3 Rhondda Cynon Taff Housing Department

Via the development of Activity Centre and local initiatives such as there is an emerging willingness for local people to take ownership of the issues affecting their estate and to actively seek ways to counteract negative aspects of these. This is certainly the case with and there is every potential for local groups to seek further funding to improve their environment.

4.4 Barnardos

From a Barnardos perspective, this area of work fits very well with Barnardos policies on disadvantaged communities. Furthermore, emerging aspects of self help are encouraging in particular the emphasis of local parents on provision for children and combatting negative influences on the estates combined with positive profiling of children and childrens issues. One area of future development must be input into:

- (i) Non Centre based provision from the Community Development Model eg. empowerment of people; articulation skills; development of potential utilisation of local people to staff and run provision; addressing issues that are non Centre related and people who do not necessarily use the Centre.
- (ii) Exploring ways of working with local youth 16+ and with young parents on wider issues. This is particularly important due to the total lack of provision (and often interest) with these groups. Also with their negative views of their future and the consequences of this.

5. Activity Centre - the future

There can be no doubt that Activity Centre has brought much needed resources, interest and development to these estates. The eight months of pilot has of itself developed a core interest from which much more can grow. This growth not only involves service delivery for care agencies but, equally important, should lead to the greater involvement of local people in defining need, resourcing this and contributing to the improvement of their environment. The immediate improvements have given some local groups and some parents the scope to prove how vital local involvement is and has outlined the potential to develop and build upon this whilst bringing people along to not only define need but negotiate solutions. In addition to all these benefits, is the very important element of preventative work which can only improve life for children, young people and families as well as being more efficient and ultimately more successful.

ACTIVITY CENTRE

The purpose of this questionnaire is to find out the thoughts of people involved with the Centre since it opened in July 1996. Also, it is intended to use the answers given to shape the future services offered by the Centre.

All responses will be treated in confidence. However, if anyone wishes to be identified, or add additional comments, please do not hesitate to contact:

Noreen Davies, Open Door Project, 21 Morgan Street, Pontypridd
Tel: 01443 486645

1. The Centre

1. What do you think about Activity Centre

very good

bad

good

very bad

2. What do you think of the activities of Centre

very good

bad

good

very bad

3. Are there any activities you like best. Please list

4. Are there any activities you do not like. Please list

5. Are there any activities not taking place at the Centre that you would like to see taking place. Please list

6. Do you think the facilities (rooms, equipment, furnishings) at the Centre are

excellent

poor

very good

bad

good

very bad

7. What further facilities would you like the Centre to offer. Please list

2. Staff

1. Do you think the Centre has enough staff

yes

no

don't know

2. Do you think the staff are

excellent

poor

very good

bad

good

very bad

3. Are there any changes you would like to see. Please list

4. Do you think the Centre has enough volunteers

yes

no

don't know

5. Do you think the volunteers are

excellent

poor

very good

bad

good

very bad

6. Are there any changes you would like to see. Please list

3. The Neighbourhood

1. Do you think the Centre has improved the neighbourhood

yes

no

2. Do you think the Centre's role on the estate is

excellent

poor

very good

bad

good

very bad

3. What other ways do you think the Centre could improve the neighbourhood.
Please list

4. Agencies

There are several agencies involved in

These are

Social Services, Barnardos, Housing Department, Health Services,
Community Education, Taff Ely Drugs (TEDS)

Do you think this arrangement is

excellent

poor

very good

bad

good

very bad

5. Would you like to make any further comments. Please list

To make sure some people from each group have a chance to comment, please state whether you are

1. Representative of an agency

state which

2. Volunteer at the Centre

3. Neighbour

4. Young person 5-12

5. Young person 12-16

Thank you for completing this questionnaire

Private and Confidential

**Agency Agreement No:
CY1B**

AGENCY AGREEMENT

Between

**Rhondda Cynon Taff County Borough
Council
Social Services Department
Head Office The Pavilions
Cambrian Park
Clydach Vale
Tonypany
CF40 2XX**

And

**Name of Provider Organisation\
Department and Address
Barnardo Services Limited
Tanners Lane
Barkingside
Ilford
Essex
IG6 1QG**

Length of Agreement :

1ST August 1997 to to 31st March 2000

A. Agency Agreement Specification

1.

Name of Scheme:

Centre (Part of Barnardo's Open Door Project)

Location of Scheme:

Brief Outline:

A 3 year scheme working with local residents, statutory agencies and voluntary groups on the Estates to identify and assist in the development of services to improve the situation of children, and young people and families on the estates. A strong feature of the work will be the facilitation of self help groups and neighbourhood initiatives.

Barnardo's Services have appointed its parent Company, Barnardo's, to discharge its obligations under this agreement.

2.

Address:

Rhondda Cynon Taff County Borough
Council
Social Services Department
The Pavilions, Cambrian Park
Clydach Vale,
Tonypany
CF40 2XX

Name of Person Responsible:

- Assistant Director
Day to Day Responsibility -
Service Manager, Taff Ely
Principal Office,

Tel No: 01443 486731

Provider Agency\Department Contact Address:

Barnardos
Childcare Office
11 - 15 Columbus Walk
Brigantine Place
Atlantic Wharf
Cardiff

Name of Responsible Person:

, ADD (CC)
Wales and SW England Division

Tel No: 01222 493387

3.**Client Group\Target Group**

- All young children and parents resident on the estates
- Young people 15+ and resident on the estate (CH.Act S.20(3).S.17)
- Vulnerable young families requiring support
- Local residents wishing to develop a self help focus
-

4.**What are the specific objectives of the Scheme?**

1. On the basis of ongoing research involving local residents to identify areas for service development on the estates.
2. To develop with local residents appropriate services and submit bids for funding.
3. To work with a local residents group to develop a local corporate body, fully registered and able to fund itself.
4. To work with relevant agencies to secure service development (social and environmental) in conjunction with residents
5. To develop services which meet the welfare of children and young people in need and their families.
6. Develop monitoring and information systems to assist the continuity of the scheme.
7. To manage the neighbourhood facility.
8. To provide services in a cost effective way.
9. Ensure equality of access.
10. Maximise people participation and choices in the development of the scheme.

5.

What are the expected outcomes for Users?

- Development of resources on the _____ states which improve the situation of the children, young people and their families.
- Development of services in conjunction with local residents and their wishes.
- Empowerment of local people in developing and resourcing activities as defined by them.
- Access to up to date relevant and accurate information about services available.
- Achievement of personal and community goals as identified by the steering group.

6.

How will the Service be provided? (Methods, Practises, etc)

1. A staff team will be based on the estate in a property provided by Rhondda Cynon Taff County Borough.
2. The staff team will be employed by Barnardos and line managed by the Project Leader of Open Door Project.
3. The staff team will have a "networking" and "co-ordinating" role between local groups, agencies, individuals and developments of the neighbourhood centre.
4. Direct work with children, families and young people will be undertaken in negotiation with relevant agencies and line management, subject to funding and referral criteria.
5. Access to any of the projects services will be by way of agreed and written procedures negotiated with by Barnardos

7.

When \ where will the Service be provided?

- The central base will be
- All staff will be based at the project accommodation in
- The duration of phase 2 the project will be 3 years i.e. 1st August 1997-31st March 2000
- to be reviewed annually.

8.

Who will the Service be provided to?

- Children, families and young people of
- Local residents wishing to develop self help\services for the estate.
- Agencies with relevant interest\input on the estates

9. Who will provide the Service? (e.g. staffing, paid, voluntary, others supervisory arrangements)

1. The project will be managed by Barnardos line management structure.
 2. Day to day supervision will be by Project Leader, Open Door Project accountable to an Assistant Divisional Director.
 3. The staff team will comprise of :
 - A Community Development Worker (F/T) who will facilitate the progression of direct work with children young people and their families.
 - A Assistant Community Development Worker (P/T) who will develop outreach work with young people.
 - A Child Care Worker (F/T) who will assist in the development of play / crech facilities.
 - Sessional Play Workers who will support the programme of activities.
 - An Administrator (P/T) will provide administrative support to the staff team.
 4. SSD will provide funding to develop family specific support initiative and activities when appropriate..
 5. Volunteer programmes will be implemented by Barnardos.
 6. Access to Barnardos Divisional and National Resources will provide guidance and information e.g. Policy and Development Unit; Research Section; Property Services
- Note: The achievement of this staffing complement is subject to the availability of adequate levels of financing.

10. What will the Service Cost?

(What is the purpose of funding etc.?)

The Service will cost £63,000 for the period for the year 1st Aug. 1997-31st March 1998 and £84,000 for subsequent years.

Provider Agency

Rhondda Cynon Taff Social Services Department:

Core funding of £31,500 for the period 1st Aug. 1997-31st March 1998. And £42,000 for each year thereafter.

Core funding of £31,500 for the period 1st Aug. 1997-31st March 1998, and £42,000 for each year thereafter.

Management of project

Negotiated central support, Personnel, Properties, R&D, PDU Grants/Finances through trusts etc.

Access to relevant and available systems and information

Access to Training Programmes

Access to relevant budgets

11.

How will Service users be reviewed and how often?

1. The Project will take responsibility for formulating a strategy for neighbourhood development

- on the estates in conjunction with local residents\agencies.
- 2. The strategy will be reviewed regularly by the steering group in conjunction with Barnardos.
- 3. The service will be reviewed and the project will produce written an annual reports for the two funding agencies .
- 4. User input and feedback will be incorporated into the proposed structure and future of the project.

12.

How will Service users be consulted about Service?

- 1. Service users will be consulted via a steering group comprising of appropriate agencies, local residents and interest groups.. The steering group will have the lead role in establishing and articulating local needs including the development of existing self help initiatives.
- 2. Local groups to liaise with Barnardos to formulate strategy
- 3. Strategy to be monitored by Barnardo line management
- 4. Regular meetings with Centre\Service users to monitor developments

13.

What are the expected Performance Indicators? (What will indicate success for each objective?)

- 1. To develop and extend the activities as outlined in schedule 1

14.

How will these be measured? (How often, by whom, etc.)

The extent to which the activities as outlined in schedule 1 have been achieved.

Quarterly meetings between SSD and Barnardos to review progress.

A formal review of the Agency Agreement will be undertaken annually.

Mutual Responsibilities

| Rhondda Cynon Taff Social Services Department | Provider Agency |
|----------------------------------------------------------|------------------------------------------|
| • Will provide funding of £31,500 for the | • Will match fund SSD revenue funding of |

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>period 1st Aug. 1997-31st March 1998, and £42,000 for each year thereafter. These amounts are exclusive of VAT which will be payable at the rate applicable at the date of invoice.</p> <ul style="list-style-type: none"> • The property will be provided as a base for the project. • Will be responsible for normal maintenance and services of building eg heating and general repairs. However, excessive costs arising from neglect or vandalism may not be covered. • Will refer individual young people, children and families to the centre (on specified criteria). • Will negotiate with the Provider Agency and local groups to develop self help initiatives. • Will provide access to relevant child care planning information. • Will involve the project in planning and review process for users referred to Rhondda Cynon Taff Social Services. • Will attend planning meetings and participate in joint assessment. • Will retain statutory case accountability for users referred. • Will involve project staff in relevant training events. • Assist in identifying needs and gaps in current provision. • Will work with the Provider Agency to ensure equality of access. • In relation to the balance of funds available payments will be made quarterly in advance after the first quarter and each subsequent payment will be adjusted on the basis of actual expenditure in the preceding quarter. | <p>£31,500 for the period 1st Aug. 1997 and £42,000 for each year thereafter.</p> <ul style="list-style-type: none"> • To provide the provider's annual audited accounts which are co-terminous with the Authority's financial year or fall within that financial year. • Details on capital assets purchased through grant aid need to be presented to the Social Services Department as part of the organisations audited annual accounts. • If the organisation intends to dispose of capital assets obtained via grant aid, the organisation must inform the Department before the transaction is completed. In the first instance monies released through such an agreed transaction will need to return to this Department. • To fulfil any financial property and legal responsibilities under this agreement. • Report on expenditure on a quarterly basis to the Rhondda Cynon Taff Social Services Department. • Will undertake work on the estate as negotiated including developments, centre management; and individual referrals. • Will work to implement plans with SSD and local group and meet objectives. • Will review and update on progress via quarterly and annual reports. • Will provide planning and review framework and will work on joint assessment. • Will employ staff and manage the project in accordance with the policies and procedures of Barnardos. • Will attend relevant training events and management meetings. • Will work with RCT SSD to ensure equality of access with "Race Equality" as a priority • Ensure that staff meet and liaise with representatives of local groups and residents of the estates • Employ staff in accordance with Barnardo's criteria and terms and conditions |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Terms of Conditions

| | |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Complaints: | The Service Provider will set out clear procedures for dealing with clients complaints. These procedures must include a written record of |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------|

all client complaints and any action taken. This record to be available for inspection by Rhondda Cynon Taff Social Services Department.

2. Quality Assurance Programme: The Provider Agency will have in operation by at a date to be agreed, a Quality Assurance consistent with the service specifications identified by the Rhondda Cynon Taff Social Services Department

3. Health & Safety: The Provider Agency will be required to issue a detailed Health and Safety Statement consistent with Standard determined by Rhondda Cynon Taff County Borough Council.

4. Insurance: The Provider Agency will be required to arrange proper insurance cover consistent with range of services provided.

5. Equal Opportunities: The Provider Agency will be encouraged to comply with the Rhondda Cynon Taff County Borough Council's policy regarding equal opportunities.

6. Negotiation of Agreement Conditions: Both parties have the right to re-negotiate the terms of agreement in the event of changes in service demand or organisational policies. A period of 3 months notice will be given in the event of a re-negotiation of the contract.

7. Termination of Agreement: Agreements may be terminated if there is a failure of either party to fulfil the stated aims, following a period of 3 months notice.

8. Police Checks: It is expected that Provider Agency will carry out Police Checks on all staff who are working on the project, including employees, volunteers and sessional staff if they have substantial access to children

9. Child Protection: The Provider Agency will be expected to comply with Area Child Protection Procedures and to exchange relevant policies/procedures with Rhondda Cynon Taff Social Services Department.

Date:

On Behalf of the
County Borough Council

On Behalf of the
Provider Agency:

Designation:

Designation:

Signed: _____

Signed: _____

Review by:

On:

Review by:

On:

Review by:

On:

Review by:

On:

Review with children aged 4-7years

When Reviewing the services with the children in the 4-7years session, they were very happy with the service that we provide. The children were very open during this review and they stated what they liked and what they did not like.

The children said clearly what they liked best about the centre and they all agreed to this. They said that their best new toy which we have bought in the centre was the new kitchen and the large connect four. These are very popular toys with this age group. The favourite activities for the children in this session are Play station, Role-play, Painting, Out door play, Playing with friends. The best thing about the centre is the trips.

The things, which the children dislike at the centre, are Tidying away, stories from the older children. Also the older boys said that they did not like the theme of the Tweenies as they are childish. I explained to the boys that we have younger children attending the centre.

The children from this session have requested that we have more cooking session for the children during the after school sessions.

Review with the children 8-11 years

When reviewing the service with the children about the after school sessions. During the review evening the children were very open about their thoughts with the sessions. All the children sat down and participated in this session.

The best thing about the centre are the Trips, Swimming, Computers, Cooking, Painting, Group games, present of Santa/parties and disco, Staff who work in the sessions, Chalk board, and Bingo.

The worst thing about the centre are fighting with the children, and one child said about the time of the sessions as this child has to walk home in the dark.

The children would like to see these things at the centre, Cooking more regular, Film night, More competitions, Camping, More sessions, Blind Date, More parties, Weakest link, The centre is too small.

Two children complained about the way in which we handle situation due to fighting with some of the children. This was brought up with a child with ADHD. I explained to the children that things have to be dealt with slightly different. The children understood this.

Review of services with Youth

During the review session on Thursday 14th February. The youth participated in the review session by speaking openly about how they felt things were going in the youth session. The whole group participated with their views. The whole group were happy with the structure of the sessions and they felt that they were having a big part in the planning of the session and they think that the planning sessions are going really well. All the youth are enjoying their youth session and the activities which they are participating in.

The youth members have brought up that they would like to have an extra session during the week as they thought that it was not fair that they only have one session and the other children have three sessions per week.

Some of the youth have brought the idea up of having rules for behaviour during the session as some of the group, disagree with the behaviour of some of the members during the sessions.

The whole group said that they really enjoyed the theme night and they would like more of these in their planners. They thought that this was a good idea, for the sessions.

The group brought up the idea of having more equipment for the youth evenings. They suggested a pool table, dart board and a variety of CD's. I will speak to the group about this and discuss more about the equipment.

One of the youth group spoke on behalf of the rest of the group and said that they would like more cooking activities during the sessions. We will discuss this when we are completing our next session planner.

One youth member brought up the idea of a skate board park in the back garden. This was not a good idea and we discussed the reasons why this would not be made possible.

The youth groups have decided that they would like to draw up some new rules for the youth sessions. This will include no running in the centre and no shouting to disrupt the sessions. We

will sit down in a session in the near future and look at new rules for the youth sessions.

Some youth brought the suggestion that all the youth should listen to the staff during the sessions and outings. They also stated that the youth should have punishment if they do something wrong in the sessions. We asked them if they thought that we were being too hard with the punishment or did they think that we were ok. Most of the group thought that the punishment from the centre staff needed to be stricter with the behaviour during the youth sessions.

The whole youth group have come up with the rule of no eating upstairs. They said that they should only eat downstairs. The whole group agreed with this.

The group spelt it quite clearly that they don't want name calling in the youth sessions. I agree with this and I will remind the youth if I hear any name calling in the sessions.

The youth group have come up with the idea that they would like a star chart for good behaviour. The whole group thought that this was a good idea. It was also said that at the end of every month the person with the most stars could have free tuck for this evening. I will discuss this in more detail with the youth in the session.

During the session the youth would like to have Tea and Toast when the group are having their tuck. This was a good suggestion and the whole group agreed with this.

During the tuck the youth have come to the agreement that no youth should borrow money for the tuck if they have not got any money that day. Everyone agreed with this.

The youth group really enjoy all the trip and outing which have been ran for the group. They think that it is a good idea having a small trip every six weeks.

Some of the youth have come up with the suggestion of having a centre mini bus. As it is very expensive to hire a bus for a company. Sylvia gave reason for not having a bus as it was too expensive to maintain and there was not member of staff to drive the bus as they would have to sit a mini bus test. The youth all understood this.

The youth said that they would like to do more sponsored events in the centre, as they thought that it was a good way of raising money for the youth group to purchase some equipment. It was suggested by the youth members a sponsored sleep over in the centre. The group were given the reasons why this would not happen and everyone understood this. They came up with other sponsored event which they could participate in. The youth members were happy with this.

When the group were talking about the trip which have been held in the centre. They said that they would like to go climbing again and to the Cinema. They were very happy with their trips.

The group was unhappy with some of the things they were, the behaviour of some of the youth members. (Child likes behaviour). They have suggested that new youth join the session when they move up to comprehensive school. Have one intake in September. For the children who have turned eleven this year.

The youth have suggested that the girls have one room and the boys have another. This is not possible and they have been given reason for this and they have understood this.

The boys suggested that they would like a gym in the centre. They have been told that this is not possible.

The youth are very happy with the service, which we are providing. They are very happy with the structure of the sessions and they are very happy with the staff who ran the sessions. From the review the youth session are running very well.

Review of Services with Parents/Guardians

During the last few weeks I have spoken to the parents of the Children/Youth who attend the after school and Youth sessions. I spoke to the parents when they visited the centre and I also made telephone calls to the parents who do not drop off and collect their children. I had a very good response to this. The parents were open with their thoughts about the services and the staff at the centre.

All the parents are very pleased with the services, which we provide for the children and their families. Most of the parents said that they are happy as long as their children enjoyed attending the centre, and have great pleasure with the activities.

All the children who attend the session enjoy the activities and everything is going well.

One parent has said "Since her older son has moved from the after school session to the youth session his behaviour has changed and she no longer has problems with him at home."

Another parent has said, "on occasions she thinks that were are too soft with the children. During the sessions." Her children really enjoy attending the youth sessions. She cannot see any ways in which the session can be improved.

One parent has said, "Since my child has been attending the after school sessions his behaviour has improved and he really enjoys attending. The staff at the centre is very helpful and friendly.

When I spoke to one parent she said that she would put her feeling down in writing. The letter is on the following page.

By speaking to the parents/guardians this was a very successful way of having their views of the sessions. There were no thoughts off the parents/guardians of ways in which we can change in any way the service in which we provide.

R.C.T.

5th February 2001

To whom it may concern,

I would like to express that as a parent I am more than happy with the service provided by the Activity Centre,

My youngest son enjoys the after school sessions and the trips organised by the Centre. I find all the staff very friendly, helpful as well as being very patient with the children.

The staff will try and make the sessions as interesting and fun for the children within the time limit. From a parents point of view all members of Springhills staff are approachable and easy to talk to about any problems or inquisition relating to the Centre.

(H. T)

PRIMARY SCHOOL

*We have this day only once
Let us not waste it*

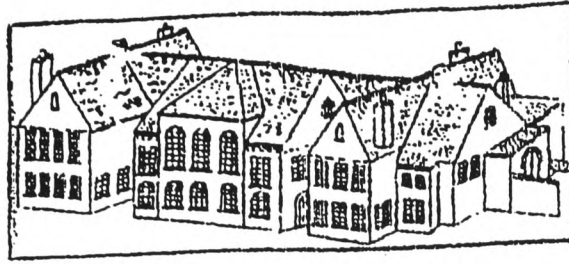
Headteacher:

Case Study Doc. 32

The Avenue

R.C.T.

TEL:
FAX:



Fri. 15th. February
2002.

Dear

I was at the launch of the base
at in the Summer of 2001. I know the
parents of C&C children who attend the centre find
it of great value. It has certainly proved an
asset to the area.

Since being in I have attended
meetings at the centre on numerous occasions.
The Centre provides essential support to some of our
families.

In my experience Barnardos are providing
an excellent service to the co

and

Yours sincerely,

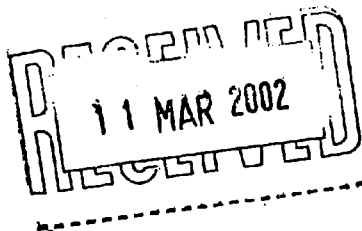
Acting Head Teacher

Cydweithio Gyda'r Gymuned

PRIF GWNSTABL

27th February 2002.

The only thing which was brought up and discussed in the last general meeting was the contact of the local Social Services re.the checking of children on the Child Protection Register outside office hours.



Project Co-ordinator

Groundwork Merthyr &
Rhondda Cynon Taff
Fedw Hir
Llwydcoed
Aberdâr
CF44 0DX
Telephone: 01685 883880
Facsimile: 01685 879990
Email:
groundworkmerthyrct.org.uk

7 March 2002

C06265/ID/RP

*Changing Places
Changing Lives*

Dear

*Newid Yr Amgylchedd
Newid Bywrydau*

RE: INFORMATION FOR YOUR ANNUAL REPORT

During the last three years we have had an excellent relationship with the staff at the Activity Centre. Working with the staff and children we have worked on the following:

Activity Days have included:

Tool Talks, Planting of Shrubs and Plants, Bark Mulching etc.

Also the Centre was awarded a grant by the Arts Council for Wales to create a mural, this was done through a series of arts workshops and in conjunction with the Arts Council for Wales.

All these activities have helped in the creation of the centres garden, which will hopefully be used by children of the estate for years to come.

We hop to work with the centre in the future.

Yours sincerely

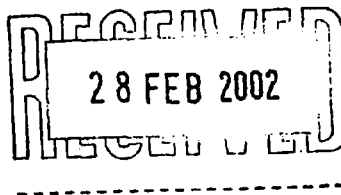
ASSISTANT GREENCARE CO-ORDINATOR

Groundwork Merthyr &
Rhondda Cynon Taff
seeks to bring about sus-
tainable improvements to
the local environment
through partnerships and
contribute to enconomic
and social regeneration.



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Adeiladau'r Goron

Ffôn
Ffacs
Ffôn Testun
27/2/02

Dea

I am writing in response to your letter of the 13th February 2002. You asked for my experiences of contact with your organization.

As you know I attend your quarterly support meetings. I find these very useful for keeping in touch with developments locally and with your centre. It also gives us an opportunity to offer the services of the Jobcentre to the members of the meeting and keep you up to date with changes to our services.

I have always found the staff in your centre polite and helpful to deal with, and look forward to working together with you in the coming year.

Yours sincerely,

Officer in charge,

Jobcentre.

Dewi Jones B.A., M.Sc., Dip. Ed., M.I. Mgt.

**Group Director
Education & Children's Services**
Taff Ely Principal Office
Courthouse Street
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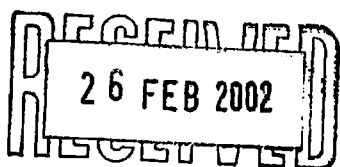


R H O N D D A . C Y N O N . T A F F
R H O N D D A . C Y N O N . T A F

Dewi Jones B.A., M.Sc., Dip. Ed., M.I. Mgt.

**Cyfarwyddwr y Gyfadran dros
Addysg a Gwasanaethau i Blant**
Swyddfa Leol Taf Elái
Stryd Tŷr Llŷs
Pontypridd CF37 1LJ
Ffôn: 01443 486731
Ffacs: 01443 486102
Minicom: 01443 486731

My Ref. C/AB/AH
Your Ref.
Please ask for :
Ext. 4062
Date: 21 February 2002



Dear

Thank you for your letter dated 13.02.02.

The effort and services you have provided to the Project was able to get off the ground so quickly.

Project are the reason I feel the

The Project itself is still in its early stages and I would like to see more development around the families that are hard to engage with services. The families that attend the Project are very motivated and have been fully involved in its development. I would like to see them involved in attracting the hard to reach client group.

Hope this is helpful.

Yours sincerely

Team Manager
For Children and Young People's Division

EDUCATION & CHILDREN'S SERVICES

Y GYFADRAN DROS ADDYSG A GWASANAETHAU I BLANT

School Support & Improvement, Lifelong Learning, Children & Young People,
Resources & Performance Management

Cynnal a Gwella'r Ysgolion, Dysgu Gydol Oes, Plant a Phobl Ifainc, Adnoddau a Rheoli Cyflawniad

The Taff Vale Practice

Dr C.D.V. Jones & Partners

***Dr C.D.V. Jones
Dr W.H. Harris
Dr G. Alford
Dr M.J. Samuel
Dr G. Lloyd
Dr T.J. Davies
Dr C.L. Evely
Dr C. Taylor
Dr A. Yeung***

***The Surgery
Duffryn Road
Rhydyfelin
Pontypridd
Mid Glamorgan
CF37 5RW
Tel: 01443 406591
Fax: 01443 492900***

Our Ref:

28 February 2002

Dear

Thank you for your letter dated 13 February regarding my experiences of the project.

As you are aware, I have been involved in the development of the flat in from the outset and I was very pleased to see the flat finally opened last year. It has been very satisfying to see the progress that has been made and especially the way in which the residents have been involved in designing the interior of the flat and the way they have reviewed/made suggestions for the development of new services.

The clients who I visit seem very pleased with the services offered, in particular they have been very impressed with the Coping with Young Children Group and the play sessions on a Thursday. As you are aware, although some of my clients expressed an interest in attending a group for new mothers, this did not attract any users when we offered this service.

I have been very satisfied with the ongoing meetings regarding the project and the way in which you and the other staff have communicated and liaised with myself. I also felt that your visit to the baby clinic in the surgery helped to promote the services you offer as some residents seem unaware of what services are available even though they have been extensively advertised.

To conclude, I have been very pleased with the commitment shown by yourselves and others in relation to this project and I look forward to the continued development of this service.

Yours sincerely,

Health Visitor

Dewi Jones B.A., M.Sc., Dip. Ed., M.I. Mgt.

Group Director
Education & Children's Services
The Education Centre
Grawen Street
Porth CF39 0BU
Tel: 01443 687666
Fax: 01443 680286
Email/Ebost:



R H O N D D A • C Y N O N • T A F F
R H O N D D A • C Y N O N • T A F

Dewi Jones B.A., M.Sc., Dip. Ed., M.I. Mgt.

Cyfarwyddwr, Y Gyfadran dros Addysg
a Gwasanaethau i Blant
Y Ganolfan Addysg
Stryd Grawen
Y Porth CF39 0BU
Ffôn: 01443 687666
Ffacs: 01443 680286

Gofynnwch Am:
Please Ask For:
Rhif Est:
Ext No: 320

Fy
Nghyf: D/JMJ
My Ref:

Eich Cyf:
Your Ref:

Dyddiad:
Date: 12 March 2002

Dear

Thank you for your recent correspondence in relation to the consultation you are currently undertaking.

I apologise for the delay in responding but March seems to be a particularly hectic time.

The Early Years and Childcare Partnership value the input of the voluntary sector and particularly the input of some of the larger voluntary organisations such as Barnardo's.

As you are aware, Barnardo's has been involved with Sure Start from the outset in 1999 and we are very pleased with the support that has been given in terms of strategic planning and the operational work undertaken, to further the Sure Start aims and objectives in the communities of

Obviously the circumstances in were beyond our control but we are pleased with the service established in It is essential that Sure Start has a community presence in order to support the most vulnerable families and we appreciate the efforts that have been made in to develop community ownership of the project and a parent led service.

Organisations such as Barnardos provide us with the means of ensuring that many of the most vulnerable families are reached and I hope that the project will continue to grow in popularity.

RHONDDA CYNON TAFF CBC
COMMUNITY SERVICES

19 MAR 2002

HEAD OFFICE
RECEIVED

EDUCATION & CHILDREN'S SERVICES

Y GYFADRAN DROS ADDYSG A GWASANAETHAU I BLANT

School Support & Improvement, Lifelong Learning, Children & Young People,
Resources & Performance Management

Cynnal a Gwella'r Ysgolion, Dysgu Gyda'r Oes, Blant a Phobl Ifainc, Adnoddau a Phobl Gynffwrdd

Rhondda Cynon Taff County Borough Council

- 2 -

Your support to me as Sure Start Manager and Head of Early Years and Childcare Services is, very much appreciated and I hope our working relationship will continue for a few more years at least.

Yours sincerely

Head of Early Years Services

For Director of Education and Children's Services

Case Study Interview 1

Interview with Housing Manager

1994-99

6 November 2001

I first became involved with a group of mothers from the estate in 1993. They were interested in turning a vacant primary school into a children's play center. The approached the Local Education Authority and were informed that the premises was not available.

At about this time, the estate was getting a bad press due to several damaging TV documentary programmes.

The mothers carried out a door to door survey of what the residents thought their needs were. This helped them to clarify their thinking as to what type of activities were required e. g. parent/toddler group, life skill classes, car mechanics, practical courses such as typing, sewing etc, youth activities.

The mothers began to meet on a monthly basis in order to organise themselves. They met with local Councillors, Director of Leisure Services, Youth Center Manager, Education Welfare Officers, local head teachers etc. but didn't feel they were going anywhere.

I was then contacted by Social Services who were interested in developing a children's resource in this area. Following discussion with the Housing Director, which I facilitated, eventually resulted in two council houses being made available. These were subsequently converted into the Children's Resource Centre. I invited the mothers, who had now formed themselves into a voluntary organisation, to send a representative to the multi-agency planning group that was established to guide the development of the centre.

Initially the mothers were full of hope, though they had some apprehension, as Social Services were seen as being only concerned with child protection. The mother's decided to form themselves into a charity, and gained a lot of support from the Barnardos staff, supportive in assisting them to draw up a constitution.

Unfortunately from the beginning the Parent's Group were beset with internal personality problems, which were not resolved for many months, and until key personalities left. Though initially Barnardos were very supportive, there was a change in staff and this support was perceived as being reduced. The main change appeared to be the project Co-ordinator had more of an interest in developing activities within the centre, as opposed to encouraging more of a community development approach. There was also a greater interest in younger children as opposed to teenagers.

In order to gain additional support, Interlink became involved. They were for a time very active in supporting the Parent's group particularly in relation to sorting some constitutional problems, trying to help them sort out the internal difficulties, and in arranging some basic skills courses.

Sadly the Parent's Group folded in 1998 following some financial difficulties.

Overall I felt the Resource Centre was very successful, and was certainly welcomed by the parents living on the estate. The only criticism was that I felt they could have supported the local mothers more actively. Capacity building or the lack of such an approach was a major issue in the demise of the group, as the mothers had little knowledge or experience in managing any sort of organisation, however small.

Re-development of Site

It had been acknowledged for some time that the site needing major re-development, as there had been little investment in the areas for many years. The result was an estate in which people had little regard or pride and felt ashamed of their address, abandoned rubbish lay around, vandalism was rife, and residents being keen to leave the area.

A significant amount of consultation took place, which raised everyone's hopes and expectations. Unfortunately the final bill which had mushroomed for an estimated affordable £1.8M to £4.1M, was seen to be too expensive, and with little notice to the residents, many of whom had been re-housed on the promise of moving back to newly renovated housing, the estate was pulled down. The site is currently being rebuilt, by a local housing association on a much smaller size from 180 dwellings to 61.

Case Study Interview 2

Interview with BC 27 January 2001

Housing Consultant

June 1997 – August 1998

Due to a lack of strategic planning the Council had created a number housing black spots. This was compounded by a lack of investment and repairs to the housing stock, poor quality design both of the houses and estates. These became undesirable areas which created a vicious circle as only the most desperate would agree to be housed in these areas, for example those who were homeless, those leaving a women's aid refuge. The Council became a victim of its own culture of then blaming the residents for the decline of the estates on which they lived.

BC was commissioned to review the needs of the area, to consult with residents, and to advise on a re-generation programme. Her view was that the Council on its own would not have sufficient capital to undertake such an enterprise. It would be essential in her view to engage with others in a partnership arrangement such as a housing association, who would be able to attract other funding from say the Welsh Office, private developers, or private contractors where deals could be made by selling off other Council owned land elsewhere in the authority on condition that other re-developments are undertaken. There were a number of options that required to be explored.

Following discussions with the Tenants and Residents Association, it was agreed that the first priority was to make the site safe. That is to clean up the site and remove all the rubbish, abandoned cars, needles etc that had accumulated over the years. A survey of tenants was then carried out by the Tenants and Residents Association as to their wishes and views.

Alongside this consultation exercise, BC advised that the Council needed to undertake a housing audit, in order to estimate how much it would cost to bring the houses up to an acceptable standard. The Housing Department agreed and commissioned a structural survey. In addition BC also advised that a drainage/sewage capacity audit needed to be undertaken in order to establish what level of development could be sustained by the underground system.

BC began to meet potential partners to see what options would be available. One Housing Association in particular who had a good history of estate re-generation and community development submitted an interesting and sustainable management offer. BC began drawing up a proposal to identify interested parties. As a result of all this activity, the

local residents were becoming enthusiastic that at last their estate was going to be upgraded, and become once again a pleasant area in which to live.

At this same time the Housing Department had commissioned the Council architect to design a proposal for the site, which would be capitalised in total by the Council. An attractive design for the estate was submitted, and this was then sold to the tenants as the future plan for the area. Residents became quite excited by the prospect and got as far as identifying which property they wished to live in, including selecting internal colour schemes, kitchen designs etc. BC was aware that the proposal, which by this time had been presented and agreed by Council, had not been costed, and in her view could never be afforded by the Council. In addition, as it had not been included in the Council's own Housing Operational Plan in all probability it would not be accepted by the Welsh Office as a viable proposition.

In due course it transpired that not only had the proposal not been fully costed, but the essential housing audit had only been partially completed i.e. only 1 house in 10, and no underground survey had been undertaken. When further examination of the houses was undertaken it identified serious structural weaknesses in the roofs, which would require expensive repairs.

It eventually became evident that the cost of the Council's re-development plan for the estate was astronomical, and could never be afforded by the Council, and because of the lack of any partnership, would never be agreed by the Welsh Office. One of the difficulties was that because of the Council's plan, the tenants were opposed to considering a transfer of tenancy to a new landlord i.e. Housing Association. The plan was eventually abandoned by the Council. The only option left to the Council by this stage was the total clearance of the estate, which caused immense upset and disappointment amongst the residents.

Case Study Interview 3

Interview 13 March 2002 with Project Co-ordinator Dec 1995 - Oct 1997

Ms A felt that the period she spent as Project Co-ordinator at the Children's Resource Centre was an extremely demanding, often enjoyable, and certainly valuable learning opportunity for herself. Though she had some prior youth work experience, she didn't feel that she had the necessary experience or qualifications for taking on the post. At that time the Project was experiencing great difficulty in appointing a Project Co-ordinator, which was why she was employed on a temporary basis.

At the beginning of the project in 1995, and probable for the first twelve months, there was a great deal of enthusiasm and commitment from all concerned. There was a feeling that it had taken a long time for such a resource to be established, that all involved wanted to make it a success. They all felt they were working towards a common goal.

Volunteers from the estate and in particular she felt were heavily involved in all the key decisions. She new from their comments that they had been involved in the design of the Centre, its colour scheme, purchase of equipment, planning of activities etc. and that this had given them a great sense of ownership and feeling of being valued.

During her time at the Centre most agencies were very supportive both personally, and in attending support meetings, holding surgeries at the Centre etc. Her main criticism was in relation to the lack of support from Barnardos, that she personally felt had been very limited. As the Resource Centre was an add-on to an existing project, the overall Project Manager though instrumental in gaining financial support from Barnardos for the development, didn't really have enough time to spend on going the support that was required. Though support was always available via the telephone, it's not as valuable as regular personal contact.

After a period, tensions began to develop within . There were some very strong personalities present who attempted to dominate the group. This on occasions led to a great deal of turmoil within the organisation, that eventually led to its demise. Some of the animosity that developed became directed at herself, which created its own problems.

The idea of the Resource Centre Ms A felt was innovative and forward thinking for its time and that the principles behind the development Ms A felt were sound. To build on a multi-agency partnership with other agencies, fully involving the community via

volunteers and to gain its acceptance and their ownership and commitment, having a organisation independent of Social Services so as to avoid stigmatisation and ensure high usage of the Centre, as many of the volunteers had involvement with them.

Ms A felt there were a number of lessons to learn from her experience. Firstly that an inexperienced person should not be placed in such a position in what turned out to be quite an isolated. Secondly that any such post required a great deal of support, both locally via a network of relationships, and more formally from a line manager. Thirdly, the post needed to be permanent, as some of those involved felt that Ms A presence might only be short term, and thus avoided making any real investment in the relationship. It also she felt undermined her authority and credibility.

Case Study Interview 4

Interview with Ms C Project Co-ordinator 1998-2002

Ms C took over the running of the Resource Centre at a very difficult time. The estate was beginning to be demolished and there was wide spread vandalism. Morale amongst the residents was very low as they felt let down by the Housing department who had made many promises but had not delivered. were going through a very
difficult time, which saw its eventual collapse. Young people on the estate began to target the Centre, which experienced a considerable amount of vandalism. This nearly resulted in the Centre closing. Many of the residents who were forced to leave found it quite difficult to settle, and several families have moved on a number of occasions.

The feeling in the project is now quite positive. The estate is now currently being re-built by a Housing Association, who have vary exciting plans for the use of space. New tenants are due to start moving in later this year with a number being previous tenants on the estate. The number of lets will be third of the number of the previous estate, so there will be far fewer children on the estate. In discussions with Social Services and Barnardos it has been agreed that the Centre will continue until the new tenants are in place, and then a full review of the Centre should take place. Social Services have began to use the Centre again, and new programmes are being developed from an assessment of the needs of the young children who attend the Centre i. e. Stepping Stone project.

Ms C felt that it had been difficult in recruiting volunteers, though given that few live near to the centre this would be expected. Generally the parents have been very supportive. A recent telephone survey with parents was quite positive. Approximately 26 children attend the Centre for one activity or another, with over 100 families being registered users. A survey of agencies for the Annual Report has been very positive.

Case Study Interview 5

Interview with Social Services Team Manager 1987-2000.

4 March 2002-03-18

I had been the Team Manager Child Care Team covering the area for 14 years so I knew the patch and its problems well. For a number of years we had identified the Estate as an area with high needs, and in particular an increasing drug problem. During the early 1990's we had a large number of cases in that area, and myself along with other agencies had made efforts to develop a family centre type resource, but without success.

I was very pleased when the Resource Centre idea got funding, and was involved in the planning group. Every effort was made to involve representatives from the estate, particularly from . This was not an easy task as I knew from my own experiences in the area, that people were very suspicious of Social Services even though our relationship with many of the families was cordial and long standing.

The estate at the time was facing many difficulties, It had been very neglected by the Housing Department over the years, so it had a 'run down' feel to it. Many families with multiple difficulties had been housed together on the estate which compounded the feeling of failure and despair. We worked with a number of families who had children on the child protection register, as well as accommodating a number of children from the area. There were already rumours circulating about the future of the estate which increased residents' anxieties.

I felt the Centre made an immediate positive impact, and there was a great deal of activity and opportunities for the children and their mothers in the main to get involved. There was a lot of energy, commitment and community action. Given previous attempts to involve the residents in children's activities i. e. Play Bus, Boys Club etc, both of which had a poor response, I was surprised by the level of involvement, and the numbers attending the centre. The Centre also provided a base for the Team to develop its work with local families.

The problems on the estate increased as the plans for re-development became known. There was also conflict between the Tenants and Residents Association and the centre, even though I know the centre staff made great efforts to develop a positive working relationship. There had been attempts for several years to develop a community centre on the estate, and some activists saw the Resource Centre as undermining their arguments for the Community Centre.

Certainly referrals to the Team in respect of children and young people from the estate dropped, not so much child protection referrals, but children in need type concerns. This is not surprising as the activities for the children and support to their parents resulted in parents feeling more able to cope with their children. We also referred individual children to the Centre which was very helpful. We did want to refer children from other parts of the area to the Centre, but there was a great reluctance on their part to visit As the residents and in many cases families we worked with moved off the estate, so our use of the facility declined. In hindsight I think we could have made greater use of the facility, but I had a new team which was in transition, and needed to be bedded in before it could move on more community based work. The day to day pressure of work also made it difficult for us to plan our use of the resource to best effect. I understand that the team is again making use of the Centre.

Perhaps in hindsight it was not surprising that the initial enthusiasm for the centre calmed down. When the centre opened first any activity was seen in a positive light, but as time went on, the Centre became more focussed in its work. Less children and young people attended, as families moved off the estate, though the quality of the work undertaken was of a high order.

Case Study Interview 6

Interview with Children's Development Worker Interlink

I became involved at what was a very difficult time for , in order to offer them support. Barnardos had encouraged them to have a constitution, but it was not I felt , one that was appropriate for I was aware that the Area Housing manager RK was actively involved in also supporting particularly in helping them get resources.

Unfortunately I had limited dialogue with Barnardos. I was aware that efforts were made to involve in such things as interviewing the staff for the resources centre. Though this was laudable, the members were given no training or preparation in the selection and interview process. Members of were also becoming more demanding but taking little responsibility for resolving their internal differences.

I did a lot of mediating within the group and between key individuals. Their view of Barnardos changed as the staff changed. They felt they were not allowed to contribute to the planning of activities. Whilst the first Co-ordinator was seen as being open, inviting and supportive, subsequent co-ordinator saw the job more about running the centre as opposed to helping the community to grow and develop.

There was also a residual suspicion by the mothers as to the attitudes of Barnardos towards them. There was little recognition that to establish a successful community project, it often if not usually requires the a statutory agency or large organisation such as Barnardos to have the weight and substance to open doors, make things happen.

Given the instability of the community, and so much going on in their own lives e.g. low income, poor health and unemployment, it was hard for many of the mothers to keep making a commitment. A financial difficulty, and the additional responsibility of running with little local support, left them vulnerable.

During its short life, it achieved a good deal. It organised activities including a summer play schemes, provided costumes and a float for the annual carnival, arranged trips. During the holidays. A number of the members benefited from their involvement and are active as volunteers in other settings.

Successful community based groups need people of aptitude and ability, who have a vision but can share and work with others. This can't always be guaranteed. Often one

finds low levels of literacy, history of part time hobbles, and those who have the greatest ability tend to find full time work and move on.

Case Study Interview 7

Interview with Ms [redacted] 8 January 2002
Parent, Volunteer, Secretary & Treasurer [redacted] Nov 1995 - 1999

I first began as a volunteer with [redacted] in November 1995, and remained with them eventually becoming Secretary and Treasurer until [redacted] disbanded in 1999. It was before my time, but I was aware that prior to the opening of the Resource Centre [redacted] were heavily involved in the planning and preparation, including the design of the building, selection of colour schemes, purchase of equipment etc. I know that the volunteers were thrilled and excitement by the development.

From the beginning of my involvement with the [redacted] there were internal difficulties, mainly as a result of personality clashes, and a lack of acceptance that members needed to acquire new skills. Initially the staff at the centre were very helpful, and [redacted] fully involved in the running of the centre. Members had keys to the building, and on occasions ran activities without Barnardos staff being present. There was a lot of support also given to assisting [redacted] to develop as an organisation in its own right. They also organised a good deal of training for the volunteers attached to the centre, amny of whom were obviously active in [redacted] Even at this time, there were some members of [redacted] who resented the support offered.

Interlink also were very supportive particularly in assisting in practical issues such as introducing a constitution, budget management , skills in chairing meetings, developing policies and procedures etc. They were always available by telephone, though there is no substitute for support being available locally. Some members felt that they also were intruding and resented their involvement.

On the appointment of a full tome co-ordinator, things began to change. The Centre moved to a more inward approach, with more emphasis being given to arranging activities within the centre. Barnardos ways of doing things we felt were imposed on the running of the centre, and this removed a good deal of flexibility. Volunteers from [redacted] also began to feel left out and intruders. We weren't involved in the planning of activities and events. We were not allowed to be key holders, and we even found difficulty in holding our meetings at the Centre. We no longer felt as partners. In the project. I can understand that Barnardos have their own health and safety policies etc, but the changes made us feel outsiders. I can also understand to some degree that the problems being experienced by [redacted] might have lost us some credibility with Barnardos staff.

The local housing manager was very supportive and often attended committee meetings of [redacted] and did his best to resolve some of our internal difficulties.

[redacted] faced a very serious problem in 1998 liked to how the finances were being organised. This left us in great difficulty with low morale amongst the members. At the end only three of us remained and we couldn't attract any more volunteers, so we decided to call it a day during the early part of 1999.

Value of the Centre

Certainly during the early days, the Centre was seen by all as providing a very valuable community resource including the availability of information and advice, various agency sessions including housing, welfare benefit, Social services, health visitors, mental Health etc. The centre also of course ran a wide range of activities and events for children and young people. As so many residents were using the centre it helped to break down barriers and create new relationships between residents.

When the focus of the Centre changed, and began to work mainly with younger children, I felt that we were losing what had been an important community resource. Certainly I feel that ignoring the needs of the young people eventually led to many of the difficulties which the centre experiences i.e. vandalism, threats etc. Little help was on offer and residents felt cheated. I have to acknowledge that the centre staff are brilliant with young children and know what they are doing. Its with young people and adults that the centre I think struggles.

The re-development of the site clearly has had a large impact on the residents who though initially were excited by the renovation of their houses, became disillusioned when the whole site was demolished.

Case Study Interview 8

Interview with Parent / Volunteer 21 March 2002.
Children used Centre from 1995 – 2001

I was a volunteer with the Children's Resource Centre from when it opened up until last year 2001. My interest has been working with older children, and when the Resource Centre first opened it catered for all ages. Since the Community Centre has opened and provides some facilities for older children, the Resource Centre has focused more on the younger child. They are now able to provide a wider range of activities. The numbers have dropped off over time. This is partly due to the focus on younger children and the re-generation of the site. Once the new site has been developed, I'm sure the numbers will rocket.

I have two younger children who have attended regularly since it opened. They have enjoyed attending and though they get bored occasionally, overall they have a very positive view of the Resource Centre.

There has always been great attempts made to involve everyone, to keep people informed about developments, and encourage parents to become volunteers. Over the years they have run many courses for adults such as computer courses, first aid, knowledge about child care.

The Resource Centre have always run things on a professional basis. All activities would have a risk assessment, and everything was run efficiently. This did mean that on times there wasn't the flexibility that we would have liked. Overall the Resource centre has been of great benefit to the community.